Jacqueline Youssef

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PROFESSIONAL SUMMARY

Incident and Problem Manager with 10+ years of experience in established operations leveraging expertise in Client Relations and Application Support to provide exceptional user support and assistance in resolving conflict.

SKILL HIGHLIGHTS

- Remedy, Prolin Smart Client, HPALM Ticketing Systems
- SQL Query Language / Microsoft SQL Server Studio/Oracle
- PAM Accounting software, Banking & Corporate Financial Metrics Software
- Microsoft Office Suite / Internet Explorer
- Cognos 8.0 Reporting tool
- Good understanding of Bloomberg / Reuters Console

- Exceptional team player with the confidence and integrity to earn client and internal team confidence quickly
- Extensive knowledge of financial markets and business
- Strong Analytical and Problem Solving skills
- Excellent presentation and communication skills
- Fluent in English and Arabic, Intermediate in Spanish

PROFESSIONAL EXPERIENCE:

New Jersey Manufacturers, Ewing NJ   February 2015 – Present
Incident / Problem Manager

- Assume end-to-end ownership of critically assigned incidents through resolution
- Lead communication effort during critical service interruptions through Technology services, business partners, and upper management on resolution and restoration status updates
- Facilitate direct escalation on behalf of the client to the applicable OEM's experts for fault resolution
- Conduct major incident post resolution reviews and make on-going operational improvement recommendations
- Develop, coordinate and promote the ITIL-based Incident Management process, including critical and non-critical incident handling, and continually improve to best practices
- Manage and Drive the efficiency and effectiveness of the Problem Management process to ensure that these are diagnosed, logged, and escalated to appropriate and consistent quality standards
- Identify problems and analyze and recommend service improvement plans with the possible solutions obtained from technical teams
- Interact frequently with infrastructure, application, development and security groups on support roadmaps and operational agreements
- Attend Change Advisory Board (CAB) meetings and interface with other teams to review changes that caused incidents

Veeco Inc, Somerset NJ   September 2013 – July 2014
Application Support Analyst

- Assist staff with the installation, configuration and ongoing usability of desktop computers, peripheral equipment and software
- Work with vendor support contacts to resolve technical problems with desktop computing equipment and software
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers and administrative systems
- Work with procurement staff to purchase hardware and software
- Assess functional needs to determine specifications for purchases

Moody's Investors Services, New York City NY September 2011 – September 2013
Application Support Analyst

- Act as a subject matter expert on Moody's business processes and systems to support both business and technology projects
- Provide a timely response to telephone and email requests from users
- Coordinate the response times and resolution from our vendor parties on incident management and request management within established service levels
- Coordinate with the Help Desk to establish best practices on new and existing workflows
- Work with the M&E manager and product manager to identify, prioritize and track maintenance items
- Communicate and track the work around cases for defects with the business, M&E Manager, Product Manager and Production Support Teams
- Provide timely communication to users and MIT Management regarding all aspects of the products
- Maintain and updating end-user documentation for the application
- Work with the Technology Training Group as needed to train end-users for offices worldwide, including the creation and update of training materials
- Review, coordinate, prioritize, and communicate Root Cause Analysis submitted by the development team and hold Post Mortem meetings with IT teams after an outage
- Lead monthly governance meetings with the business sponsors to review and understand maintenance tasks as well as communicate IT initiatives relevant to the line of business
- Lead and Standardize User Support across MIT for incident, request and problem management for best practices and efficiency

Olayan America, New York City NY July 2009 – September 2011
Application Support Analyst

IS Administration:
- Monitor Information Systems performance and report issues to IT DBA's
- Identify and recommend areas for enhancement in the operation of the IS
- Identify and recommend required education and training for IS users
- Perform periodic tests of backups
- Maintain up-to-date systems documentation
- Build and maintain Ad hock IS reporting using SQL

Operations Administration jobs:
- Users authentication (using AD)
- Desktop Support for end-users (helpdesk)
- Licenses administration (buying/renewing licenses)
- OS Documentation (Vendors, Products, Suppliers, Support Contracts)
- Monitoring OAC systems and servers performance
- Monitoring OAC servers disk space status
- Monitor OAC communication lines and network components
- Tape and online backups

Princeton Financial Systems, Princeton NJ November 2007 to July 2009
Client Services/Business Analyst Officer

- Analyze, evaluate, and test proposed data solutions to our clients; provided resolution to corrupt data using manual field manipulation and data fixes.
- Determine operational objectives by researching business functions; gathering information; evaluating output requirements and formats delivering enhanced performance.
- Direct training sessions for both internal employees and clients; tested new releases and new functionality in PAM for Investments ensuring a smooth transition from testing to production environment.
- Research incoming issues and inquiries from internal and external clients, resolving discrepancies to eliminate business data errors/corruption regarding trading/accounting/reporting data.
- Conduct high level analysis to identify and resolve business related work processing issues by making proactive recommendations and suggesting solutions to streamline day to day operations.

- Reconcile accounting tables and instructed application of appropriate SQL statements, resulting in discrepancy reduction and reporting accuracy.
- Provide business support for 300+ clients to include business data optimization.
- Collaborate with internal and external sources to develop effective solutions and enhancements for new accounting database releases.

Bank of NY Mellon, Somerset NJ   September 2006 to November 2007
Middle Office Analyst

- Review daily trade exceptions and resolve in a timely manner according to system deadlines
- Work with client and portfolio managers to resolve trade file exceptions
- Troubleshoot issues that arise with regards to trade and pricing files
- Utilize Bloomberg system to research corporate actions, market price discrepancies, verify company news, etc. as well as to enter new securities into master file
- Support data maintenance requirements (account set up, price, corporate actions, etc)
- Monitor adjustments made by reconciliation groups
- Collaborate with Reconciliation, Night Operations, and Technology to improve trade workflow

Security Systems Analyst   January 2005 to September 2006

- Process data for mutual and hedge funds from proprietary system using Visual FoxPro
  Troubleshoot issues regarding integration of proprietary system and Bloomberg and/or Reuters for resolution of business issues
- Contact clients on issues regarding data transmission and answer questions or resolve system problems via telephone or from remote location
- Add broker reports on network database in order to reconcile it against the trader reports.
- Process respective security changes by running the splits program and manually adjusting existing securities to update master files
- Utilize Bloomberg system to research corporate actions, market price discrepancies, verify company news and enter new securities into master files
- Coordinate with new brokers, new traders and necessary departments to set up new accounts and process daily reports

EDUCATION:

Masters of Business Administration: Concentration in IT
Keller Graduate School of Management, New York City, NY
June 2010

Bachelor of Science in Telecommunications Management,
DeVry College of Technology, North Brunswick, New Jersey
June 2003

CERTIFICATIONS:

ITIL Foundation – Learning Tree, NY August 2012