**ALEXANDER MANASSES**

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**Career Objective**

Looking to join a focused, high energy organization with growth potential that will enable me to utilize my vast knowledge and experience within the industry.

**Qualification Summary**

Trained and experienced in Computer Networking. Excellent time management and organizational aptitude with ability to set priorities and a highly motivated self-starter.  Service oriented office professional with experience working in a fast paced environment demanding strong organizational, technical, and interpersonal skills. Detail oriented and excels in multi-tasking, setting and achieving goals, and teamwork. Possess excellent conceptual abilities, proficient verbal and written skills, and excellent interpersonal and customer care communication skills at all levels.

**Specific areas of expertise:**

|  |  |
| --- | --- |
| * Networking | * Active Directory (AD) |
| * Citrix | * Visual Basic |
| * Oracle | * VPN |
| * Crystal Reports | * GMR |
| * SAP | * HTML/C++ |
| * IT Security | * Hardware |

**Professional Experience**

**Apex Systems/DTCC** Tampa, Florida **September 2017-April 2018**

**Connectivity Specialist/** **Technical Analyst**

Responsible for creating, updating and managing client subscriptions through secure internet connections. This enabled the client to submit secure data files to DTCC via a secure SFTP connection.

**Primary Responsibilities:**

* Utilize both mainframe and Unix
* Testing and support of IBM MQ Websphere connections to a MQ mainframe z/OS infrastructure via SMART MPLS and BT Radianz
* Troubleshooting of connectivity, client MQ configuration, various security requirements
* Ensure file submissions were successfully received and processed
* Complete various internal financial reports
* Solid knowledge in firewalls, switches, etc.
* Attend daily industry meetings with the client-side and high-level customer business users, who convey issues to their internal IT
* Diplomatically handle incoming calls and client-facing interaction (email) with client's engineers who are calling for guidance and troubleshooting

**UnitedHealth Group** Oldsmar, Florida                                                                  **June 2010 – December 2016**

**Technical Business Analyst**

Work with internal customers and high-end vendors to manage the daily maintenance of eligibility files received from national and middle market employer groups. Work in a fast paced, high-volume environment with great attention to detail, and timely deadline management. Working knowledge of HIPAA, state and federal guidelines on privacy, transactions and security.

**Primary Responsibilities:**

* Loading new member and/or group data to enrollment database
* Update enrollment database with client changes
* Develop Tableau reports for the Eligibility team
* Verify enrollment status as well as responding to member eligibility and/or group concerns
* Reconciling eligibility discrepancies, analyzing transactional data & submitting retroactive eligibility changes
* Inventory control of member and group transactions
* Working with underwriters and brokers to complete the full enrollment process from inquiries to quotes
* Coordination and communication with clinical managers, clinicians, and provider case managers
* Create and maintain FTP (File Transfer Protocol) files
* Troubleshoot incoming electronic files for clients containing formatting concerns, analyze and resolve

**Gerdau Ameristeel** Tampa, Florida                                                                          **February 2007 – May 2009**

**Technical Services Coordinator**

Administrating, updating, monitoring and creating accounts in the following systems. Active roles for AD accounts in windows administrating and updating users accounts in Oracle/FABG, SAP, Crystal Reports, Active Fax, GMR, and Citrix.

**Primary Responsibilities:**

* Leading a project to redesign and monitor HR system SAP.
* Responsible for data tracking system updates, adding and removing rights and roles through Windows and Crystal Reports for over 1,000 users in the company.
* Creating and modifying new user accounts through Oracle/FABG, and GMR.
* Password resets unlocking accounts and provisioning users on a daily basis.

Working as a liaison between the Computer Analysts and IT analyzing technical issues and determining what correction or fix needs to be made to correct the users accounts; Create and develop queries and databases to assist Analysts with HR and account activity research.

**JP Morgan and Chase** Tampa, Florida                                                              **January 2006 – February 2007**

**Second Level Help Desk Analyst**

Assist end users on MS Windows, Novell, Lotus Notes, Outlook Express, Microsoft Exchange, Loansoft and various other software applications for helpdesk support. Support and setting up end users with printer drivers on network connections using remote TCN, VPN connection on TCP/IP. Use ticketing software such as Track IT, Service Center and Paragram.

**Poe Financial Group** Tampa, Florida                                                           **December 2003 – November 2005**

**Second Level Help Desk Support**

Provide support for outside agents on Outlook Express and Phoenix software. Helpdesk support for interoffice, outside insurance agents on Windows operating systems, 98, 2000, NT and Unix based Operating systems. Perform daily systems backups and recovery. Maintain data files and monitor system configuration to ensure data integrity. Provide support/troubleshoot on connection issues modems, routers. Assist on escalated calls to troubleshoot and resolve Hardware and Software issues.

**Paymentech** Tampa, Florida                                                                           **June 2001 – December -2003**

**Helpdesk Analysts**

Design and implement systems for acquisition applications. Perform system maintenance programming. Provide office support on a team level, consistently meeting departmental deadlines updating and installing software, repairing and troubleshooting PC Hardware. Support on Windows 3.1 Dos and Windows 95/98 and Visual basic programming applications.

**Education/Professional Training**

Microsoft Certified Professional Certification Segal Institute

MCSE Certification                                                                 Segal Institute

A+ Certification                                                                                   Segal Institute

**Programming Languages:**

NATURAL/ADABAS, JCL, SAR, SAS, FOCUS, QMF/SQL with DB2, Oracle\FABG, Visual Basic HTML/FoxPro.

Hardware: IBM 3090, MVS Operating System/JES2, IBM PS/2 Model 55

PC Software:  MS Windows, Novell, Lotus Notes, Outlook Express, Microsoft Exchange, Loansoft, Outlook Express, Phoenix Software, Crystal Reports, SAP HR system, Oracle/FABG, GMR