Peggy Ekwalla

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EXPERIENCE

UPS Alpharetta, GA 08/03/2014 – present

Sr. Incident Prob & Change Analyst, CPF- Change Management at Windward Data center, GA

- Use Processes, Methods, and Tools for ITSM
- Decrease the time to resolve incidents and service outages

UPS Alpharetta, GA 08/03/2014 – 02/01/2019

Incident Prob & Change Analyst, CPF- Change Management at Windward Data center, GA

- Risk Management of IT Changes
- Use Processes, Methods, and Tools for ITSM
- Solicits and Gathers Information for IT change assessment in a 24x7 support environment
- Increase internal customers' satisfaction with IT
- Decrease the time to resolve incidents and service outages
- Monitor the improvement in service availability

UPS Alpharetta, GA 03/27/2008 – 2014

Sr.Network Technician at Windward Data center, GA

- Setup, and configuration networks equipment (Cisco router and switches, HP switches, wireless routers and access point)
- Troubleshoot network related issues before escalation to 3rd level.
- Utilizes toolsets for decision making.
- Manage Multiples network vendors(Sprint, ATT, T-Mobile, T-systems Verizon)
- Provided support on IRC (internet Reliability Console)
- Monitors service quality and system availability to reduce prolonged outages
- Provide first level support using monitoring tools
- Monitoring more than 1000 servers, 4000 routers and Web applications and E2K applications

SPHERION, Alpharetta, GA 10/07 – 03/27/2008

Computer Technician at UPS

- Monitor and provide first level support for critical UPS applications (UPOS.COM, eBilling, IVR, ODS, Orion etc.)

- Process and escalate automated alerts
- Provided support on IRC (internet Reliability Console)
- Use Tivoli, Tandem, Patrol, BMC, TCP/IP monitoring tool

SPENCER REED GROUP, Atlanta, GA 09/07 – 10/07
Account Payable Associate
Temporary assignment at FERNBANK MUSEUM Atlanta, GA

- Track payments and schedule future payments. Verified accuracy of every expense before entering payment stream
- Reconciled and distribute payment to multiple vendors and report anomalies to the Controller
- Perform specific programming using macro to support business functions.

Data Reporting
- In collaboration with other departments, interpret data and develop recommendations based on findings
- Develop graphs, reports, and presentations of project results
- Perform basic statistical analyses for projects and reports

AEROTEK, Atlanta, GA 07/07 - 09/07
Computers Technician

- Configure PC and install applications and QA Laptops (250).
- Perform specific programming using macro to support business functions

EJESE URGENT CARE, Villa Rica, GA 08/06- 06/07
Accounts Payable /Data Reporting/IT Associate

- Perform basic statistical analyses for projects and reports
- Generate routine and ad hoc reports
- Negotiate effectively with vendors to delay payments to 60+ days.

Total oil & gas corp. Douala, CA 04/98- 07/06
Computer Technician

Assisted Users with hardware and software problems, resolved network issues, provided remote assistance to users. Manage 4 IT infrastructure in remote districts and serve as a liaison between headquarter (France) and Cameroon.
- Configure, and Implement standalone, blade and virtual x86 based servers
- Demonstrated high quality, results-driven, prompt, and professional customer service and support to instill confidence in technical advice and directions
- Analyzed frequent problems and consulted with Training Coordinator to design and offer training sessions in order to address the problems
- Perform specific programming using macro to support business functions
- Contributes input to initial analysis to develop and implement appropriate actions
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Software Engineering SA 96- 07/98
Develop a sales software for Mobil Gas Corp

- Use Paradox and Visual Basic to implement the applications
- Develop and maintain an in house software for the accounting department
- Account rep for Mobil Gas Corp.

SKILLS

Microsoft Office suite - Data base admin and developer Programmer (RPG, Access, Paradox, Visual Basic, macro; junior web developer (XML, Java) - AS400 - Microsoft Windows servers - Customer Service Accounting AP/AR - Bilingual (English, French, German).

EDUCATION AND TRAINING

- Institute of Technology - 1997- Douala Cameroon - Bachelor Degree in Business Administration

- Florida Metropolitan University, Tampa, FL 2007 Associates and Bachelor Degree in Computers Science and Arts   Major: Networking
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- The Georgia Institute of Technology - Full Stack Developer - In Progress