HINA GILANI  
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Professional Summary  
Dynamic senior technical analyst in higher education with over 10 years of experience in incident management, configuration, SQL reporting, security, quality assurance, solution design, onboarding, and documentation. Strong customer focus with an emphasis on diversity and inclusion.

## Skills

Technical: AD/LDAP, SQL, JUnits, XML, JSON, PHP, SOAP UI, Oracle PeopleCode, YouTrack, Postman, HTML5, PeopleSoft CS and HCM administration/configuration/customization, Oracle App Designer

Personal: Leadership and onboarding/training, Outstanding collaborative and

interpersonal skills, demonstrated successful sales skills

Certifications: ITIL Foundations V3, HDI Support Center Team Lead

## Work History

**Senior PeopleSoft Technical Analyst | 11/2017 - Current | Illinois State University** Normal, IL

* Provide support for Campus Solutions (CS) and Human Capital Management (HCM), including bug fixes, performance issues, maintenance, and improving user experience.
* Lead technical analyst to integrate Slate (Admissions CRM) with CS within a tight deadline to support, facilitate and enhance student recruitment. Made a huge impact on Fall 2019 enrollment with the largest freshman class in 33 years.
* Developed PS queries to integrate between Rave and CS by updating enrollment process for receiving emergency alerts which increased participation rate from 20% -75% of the campus community.
* Configured CS and integrations to allow users to modify additional personal identity data elements of gender and preferred pronouns. Impact ensured our systems continue to evolve and adhere to the University’s core value of diversity and inclusion.

**Quality Assurance Analyst | 08/2014 to 02/2016 | Illinois State University** Normal, IL

* Integral QA analyst during our 4-year implementation of CS responsible for testing 7 core functions and their integration with existing systems.
* Reviewed specifications, identified test requirements, designed test plans, facilitated test reviews with cross-functional team members, and verified defect fixes.
* Managed and mentored team of 11 student QA employees.

**Enterprise Service Desk Team Lead | 11/2011 to 08/2014 | Illinois State University** Normal, IL

* Supervised and mentored a team of analysts to provide outstanding customer support in fulfilling service requests for enterprise-wide applications.
* Served as a subject matter expert on PeopleSoft CS and HCM, mainframe, CRM and ITSM systems (Altiris, BMC Magic, Cherwell).
* Created dashboards and performed system and security administration.

## Education

**Illinois State University in Normal, IL | Bachelor of Science** | 2006

Major in Information Technology, Systems Development/Analyst Sequence