**Chiquita D. Wilson**

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**EXPERIENCE HIGHLIGHTS:**

* Over 20 years of experience providing business analyst, medical logistics, information technology support, project management, training and consulting services
* Ability to support multiple projects remotely and on site
* Create and sustain application functional development efforts
* Provide classroom and on the job training
* Client focused
* Work well independently and in team environment
* Complete projects accurately and in timely manner
* Present information to all levels of personnel
* Strong interpersonal, written and verbal communication skills
* Cleared Employee

**EDUCATION:**

* Professional Certificate/July 2023/Full Stack Web Development/University of North Carolina – Chapel Hill
* M.A/2010/Human Sciences/Helping Relationships/Hood College
* B.S./2001/Business Administration/Computer Information Systems/Shaw University
* A.A./1998/Business Administration/Frederick Community College

**SKILLS:**

* DMLSS (Defense Medical Logistics Standard Support)
* LogiCole (Medical Logistics Application)
* Microsoft Office (Word, Excel, Access, PowerPoint, Project)
* Serena Business Manager (tracking tool)
* Camtasia
* SnagIt
* JIRA
* GIT
* Serena Dimensions Requirements Manager (tracking tool)
* Agile Scrum Software Development Methodology
* Business Objects

**PROFESSIONAL EXPERIENCE:**

**July 2019 – December 2022: RB Consulting Inc., Senior Analyst**

* Oracle/Java DMLSS and LogiCole environment.
* Provide DMLSS demonstrations and training virtually and in person
* Create training exercises via internet tool
* Create training videos with SnagIt and Camtasia on LogiCole Finance, Assemblage Management and Facility Management
* Add and edit closed captioning to training videos
* Create and update training documentation utilizing JIRA, Microsoft Word, PowerPoint, JSON, HTML, and Git
* Liaison between training and documentation team and client’s change management team
* Attend multiple meetings providing support/documentation to change management team
* Create other documentation for other clients as directed

**September 2007 – July 2019: Universal Consulting Services, Inc./RB Consulting Inc., Project Manager/Functional Analyst**

* Oracle/Java DMLSS environment
* Managed employees under different contracts
* Provided information and documentation in support of contract including status reports and past performance reviews
* Reviewed and approved leave requests and timesheets
* Conducted interviews with job applicants and initiated hiring process of new employee
* Provided training of new employee
* Liaison between client and software development center personnel regarding the client’s interests and a medical logistics database application, used by hospital personnel
* Provided support to client and software development center personnel in building, testing, documenting and training navy finance, assemblage management, equipment maintenance, equipment management, inventory management, customer area inventory management, system services and service contracts modules within the DMLSS application using Agile Scrum methodology
* Participated in sprint planning, daily scrum and sprint retrospective meetings
* Gathered, created and documented system requirements, user stories, acceptance criteria and test cases for implementation of new functionality within project management tracking tools
* Provided and implemented solutions for client issues by working with the client and software development center personnel
* Communicated requirements to other system support staff including developers to get projects developed and implemented
* Provided Tier III Customer Help Desk Support via Remedy Ticket System for deployed sites in various modules/products, to include inventory management, equipment management, equipment maintenance, financial management and EDI transactions
* Analyzed data, troubleshot and reported issues in production, solution testing, development testing and regression testing
* Created/updated requested reports using Business Objects/SQL
* Prepared sites for conversion by pulling data via SQL scripts, cleaning/formatting data and configuring the database
* Successfully implemented database application to several sites through completion of data conversions and configuring the application; bringing new sites online, integrating multiple sites into one database/server and separating sites into multiple databases/servers
* Validated data/database after completion of conversion

**October 2005 – September 2007: Metrica/CACI, Functional Analyst**

* Informix DMLSS environment
* Provided support at Tier III Help Desk Level to multiple sites including internationally
* Worked help desk issues by troubleshooting, submitting requests for data patches within PVCS Tracker System and testing the data patches prior to deployment to the site’s server
* Created training documentation
* Conducted training classes for new functionality

**January 2002 – September 2005: Anteon Corporation, Systems Analyst**

* Informix DMLSS environment
* Successfully implemented DMLSS application to multiple hospital sites, working in all aspects of the deployment including pre-deployment preparation, working with data conversion personnel remotely and on site, resolving conversion issues, go-live activities, configuring the application, training end users, briefing all necessary personnel and after-action reports
* Created and updated training documentation
* Trained site personnel in classroom and on the job training formats in all modules of the application
* Briefed site upper management on all facets of the site visit
* Created Business Objects reports and trained Business Objects in classroom and on the job training formats
* Continuously corresponded with sites regarding questions, creating reports and other implementation activities
* As site lead and co-lead; handled any issues or questions that required a resolution, directed team members, ensured all training classes were effective and ensured all personnel received training