Joshua Allen

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Application Support Analyst skilled in bridging the gap between technical expertise and business processes. Experienced with numerous technologies including ERP Systems, Oracle, SQL Server, Windows Servers, Windows and Linux OS, Active Directory, Office 365 and Sharepoint administration, Citrix XenApp, VMware/Hyper-V, and Crystal Reports. Able to communicate with business partners to assess needs and find solutions. Accustomed to a fast-paced, high stress environment.

**Technical Skills:**

* ERP Administration (Penta)
* Hyland/OnBase administration and troubleshooting
* Citrix – able to create and manage a Citrix farm, create and manage policies, install and manage applications, administrative duties including user management and load balancing
* Crystal Reports and Crystal Server
  + Create and deploy new reports, manage and update existing reports
  + Install, configure, and deploy new servers.
* Databases:
  + Oracle - able to query Oracle database using command-line SQL, read and understand existing queries, and understand instruction from advanced users.
  + SQL Server – able to administer using management console, perform queries and scripts, troubleshooting and data gathering.
  + Understanding of relational databases and general database structure
* Understanding of Windows services including Active Directory, Group Policy, Windows Server
* Linux (Redhat) – able to maneuver file repository, create/update users, edit files, basic VI/VIM knowledge
* Virtual Machines – familiar with VMWare and Hyper-V
* Familiarity with the Software Development Lifecycle
* Basic programming understanding, logic concepts, flow charts. Familiar with programming language types and general use.
* Basic networking understanding including the OSI model and switching.

**Professional Experience**

***Application Support Analyst*** – Comfort Systems USA | Richmond, VA | September 2016 – Present

* ERP Systems Administrator and Analyst (Penta) – Work with the business to define needs and implement solutions. Detect and determine root causes for bugs/breaks and work with vendor when necessary to resolve in a timely manner. Responsible for audit compliance. Support upgrades to current systems both internally and with the vendor.
* OnBase (Hyland) Systems Administrator and Analyst – Maintain document repository, including configuration and maintenance of workflow and import processes.
* Crystal Reports – Support server, report design, and report creation.
* Create User accounts for Penta, OnBase, Crystal Reports, Active Directory, Office 365. Citrix - deployment, publish applications, install applications used by the Citrix environment, troubleshoot, manage roaming profiles.
* General application administration – support various applications including integrations with other systems
* Perform problem management for resolution including working with vendors, testing any changes, and implementing or coordinate the implementation.
* Implement documentation of recurring issues and resolutions.
* Support nine primary locations, managing more than 400 users across the company.

**Education**

**Virginia Commonwealth University** – Bachelor of Science: Information Systems – 2012 to 2016

* Program of study included hard technical skills in networking, programming, databases, and administration as well as business needs such as management, life cycles, budgeting, and process evaluation.