**LEDLIE A. WILLIAMS**

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***EDUCATION***

**Bloomfield College**  Bachelor of Science, 2008

**Major:** Computer Information Systems **Concentration:** Database Management

**NJIT:** Information Technology Certificate 2002

***PROFESSIONAL EXPERIENCE***

**Bristol Myers Squibb, Content Management Specialist December 2022 –April 2023**

**Lawrenceville, NJ**

* Create and maintain on-going training support materials for the system and business processes.
* Provide system administrative support including onboarding of new users, internal and external partners to the content management system.
* Provide process and system support for BMS content management tools.
* System Support includes user guidance and training, client interface, trouble shooting, problem identification, resolution, system administration and functionality (i.e., manage user access requests, assign training, roles, profiles and permissions)
* Utilized Veeva Promo Mats to assign the appropriate permissions and access rights for various roles.
* Enhanced the roadmap in SharePoint site to have an improved schema for placement of training documents and videos for the various markets.
* Focused on content management system administration and / support especially around review and approval of content.

**Zimmerman and Associates Inc, Records Manager SME III Apr 2022 – Jun 2022**

**(Food and Drug Administration) Parsippany, NJ**

* Partner with the firm administration in the development and implementation of the workflow processes and procedures for the transition of electronic and hardcopy records.
* Establish workflow processes and procedures that fall in line with the firm's retention & disposition policy.
* Administer all records management program components.
* Manage inventory of all archived records and update same on a regular basis.
* Disposition of obsolete records in coordination with appropriate work teams.
* Ensure adherence to all record protection audits.
* Contribute to long-term information system strategy development.

**Alpha Consulting, SharePoint Specialist January 2022 – March 2022**

**(Via Bristol Myers Squibb) Summit, NJ**

Under the auspices of Bristol Myers Squibb’s, helped to manage their product compliance documentation, to ensure they meet regulatory standards, and reduce regulatory actions.

* Evaluated content and context of documents to understand business processes, procedures, and various workflows.
* Designed, built, launched, and maintained SharePoint sites for internal clients, leveraging out-of-the-box features to their full capabilities.
* Designed and supported innovative and stable solutions with advanced functionality (such as workflows, forms and reports,) for optimal end-user experience.
* Evaluated document types to determine security, permissions, and access to specific content while maintaining a clear chain of custody defined security requirements.
* Conducted performance testing, and accessibility checks.
* Work closely with IT collaboration partners on migration and data management.

**U.S. Department of Commerce, Regional Survey Manager August 2019 – January 2021**

**(American Community Survey Group Quarters)** **New York, NY**

In support of the Department of Commerce, managed a group of Census Surveyors to ensure all guidelines and processes were followed, and data was captured for accurate census tracking, while meeting if not exciding time requirements.

* Coordinated survey crews and office personnel to ensure completeness of projects within technical, project, fiscal and time constraints.
* Completed variance reports and application packages for headquarters.
* Facilitated graphical presentations of variance reports for ACS - Group Quarters.
* Ensured expenditures are in accordance with protocols and allotted funds.
* Reviewed metrics and analytics for accuracy and completeness.
* Lead geographically dispersed teams for survey and data collection under stringent deadlines.
* Initiated investigations based on review of program assignment areas and resolved inquiries.
* Implemented long and short-range planning, fiscal projections, and analysis for two surveys within the Census.
* Maintained a financial database and tracking systems for all financial records.
* Prepared documentation of procedures, findings, and any outliers encountered.
* Receive, document, prioritize, escalate, track user inquiries and requests for assistance, information and resources related to all program applications and support tools managed by the organization.

PSE&G (Solar Loan Program Project), Newark, NJ January 2018 – September 2018

SharePoint Document Control Specialist

In support of PSE&G, surveyed, organized, and implemented quality control procedures during the conversion of a shared drive records repository to a SharePoint repository to maintain Solar Grants Records for consumers, enabling increased discoverability across their records.

* Served as lead for record migration and document management project in SharePoint 2013.
* Administered business transactions: receipt of incoming documents and fulfilling requests.
* Created a Document Workflow Inventory Surveys to evaluate permissions / appropriate access for document owners and document users.
* Interviewed stakeholders to assess roles, duties, and interactions with documents within a SharePoint environment.
* Supported and trained stakeholders in managing documents within SharePoint site.
* Managed staging of closing documents within the records life cycle and administered the cleanup of the Solar Loan Program share drive.
* Researched and tested best practices for the team and created documentation.
* Designed and supported innovative solutions with advanced functionality, such as metadata tagging, workflows, forms, and reports, to deliver an optimal end-user experience.
* Worked closely with Senior IT partners on migration, data management and other backend technical tasks.
* Worked with stakeholders on document management processes and procedures.
* Created training materials and technical guidance documents.

**Infineum USA (Exxon affiliate), Linden, NJ** **November 2015 – January 2017**

**Engineering Support Administrator / SharePoint Specialist**

At Infineum, served as the Subject Matter Expert in organizing and maintaining field test records within a SharePoint system, which demonstrated Infineum had met environmental regulatory standards to conduct operations, leading to increased oil production.

* Redesigned, trained end users, and tested SharePoint 2010 site collection utilized by the Global Field-Testing test team. International team was comprised of member from North America, South America, Europe Union, and Asia.
* Served as the Subject Matter Expert of Global Field-Testing SharePoint site.
* Communicated effectively with stakeholders in addressing and resolving any concern/issues regarding the development of requirements.
* Facilitated and conducted remote sessions for planning, implementation, and assessment of SharePoint, with a diverse group of stakeholders including executives from: North America, South America, Europe Union, and Asia.
* Managed version control of documents improving accountability and tracking of information.
* Configured workflows manually and initiated automation via completion of document.
* Performs SharePoint 2010 administration tasks such as developing libraries, lists and workflows.
* Designed and supported innovative solutions with advanced functionality, such as metadata tagging, workflows, forms, and reports, to deliver an optimal end-user experience.
* Conducted post-launch training with stakeholders.
* Worked with stakeholders on content updates, document management, and other business requirements.
* Initiated metadata collection, creation, cleaning and analysis for SharePoint lists and libraries.

Allergan (formerly Actavis), Parsippany, NJ May 2014 – May 2015

Systems Support Specialist /Trainer

Responsible for maintaining Customer Inquiry records concerning consumer complaints and adverse reactions to Allergan products, leading to improved documentation, and fewer regulatory actions.

* Provided daily maintenance of IRMS (MS Access database application) and generated reports.
* Updated documents in SharePoint 2013 by merging information from disparate systems.
* Assisted in the programming /maintenance of the Product Identification Search Application (MS Access database).
* Maintained detailed records related to medical inquiries concerning products.
* Resolved issues for the Medical Communications group related to importing and exporting documents within the SharePoint system.
* Provided user access set up (user ID and password for the IRMS and PISA applications).
* Maintained, modify, and improved on the user interface of SharePoint.
* Perform SharePoint administration tasks such as (developing Library, lists and workflows).
* Ensured requirements for changes and enhancements were properly defined where acquired.
* Migrated Content to SharePoint 2013.
* Managed site permissions.
* Configured Check In/Out process for document management.
* Conducted training sessions and updated training material.

***TECHNICAL SKILLS***

**RDBMS/DBMS**: SQL Server 2000/2005 and MS Access

**Tools:** SQL Server Enterprise Manager, Query Analyzer, DTS

**Programming Languages**: Transact SQL (T-SQL), SQL, HTML, Visual Basic and VB.NET

**Applications:**   Microsoft Office (SharePoint (Modern / Online) 2010 / 2013, Word, SAP

Excel, Access, PowerPoint, Outlook and Visio), Amazon Workspace,

Veeva Vault PromoMats, Success Factor, Service Now, MS Lync, VBA,

**Operating Systems**: Windows 7, XP, 2003, 2000, 98, 95