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Top Skills

Teamwork
Management
Analysis

Certifications

ITIL V3 Foundation Certified - IT
Service Management
Quick Base App Builder
Qualification Badge - Quick Base
App User
Comptia A+ Certification

Honors-Awards

Best Employee Award

Stephen Madison

Systems Analyst
Houston, Texas Area

Summary

Dynamic and talented Information Technology expert, offering broad achievements and experience in project management, systems and network analysis, and risk mitigation. Provides influential leadership to teams and maximizes performance and potential. Recognized as a subject matter expert in the resolution of complex technical issues and the management of systems; proactively identifies new requirements, presents innovative solutions, and generates opportunities. Ability to pinpoint critical system failures and ensure timely resolution.

- ITIL® V3 Foundation Certified
- QuickBase App Builder Certified
- CompTIA A+ Certified
- System Analysis and Optimization
- Global Information - Management
- Asset Management and Budgeting
- Complex Projects/Process Leadership
- Leadership, Mentoring and Coaching
- Systems Reengineering/Management
- Quality Control/Problems Resolution
- Solutions Management & Evaluation

Technology Snapshot: • I.T. Management • ITIL V3 Foundation • QuickBase • Microsoft Office Suite • Microsoft Windows • Exchange • Enterprise Desktop Support • Enterprise-Wide Imaging Tools • Virtual Machines • Apple Proficient • Android Proficient • Inventory Management • Active Directory • Virus Remediation • Help Desk Solutions • Printer Support

Experience

MD Anderson Cancer Center
Support Services Analyst
June 2014 - Present

Houston, Texas Area

Drove innovation and success across multiple departments. Provide high level expertise in the fields of QuickBase Application Development, Sharepoint Development, Desktop Support, and Inventory Management. Trained end users on new and current technologies. Develop solutions which positively impact not only my division but the institution as a whole. Exhibits superior conflict resolution and customer service expertise

- QuickBase – Application Builder Certified
- QuickBase - Developer tasked with creating new workflows and applications to streamline business processes in protocol management and IT Development.
- QuickBase - Provide hands on support and training for the Quickbase program for multiple departments
- QuickBase - Maintain and create databases, reports, and forms for multiple departments to help streamline workflows
- QuickBase - Provides resolutions to an assortment of problems of moderately complex scope
- First and only responder to all IT request from users in the largest department at M.D. Anderson.
- Responsible for the maintenance and refresh for over 1000 devices, including computers printers, tablets and phones, in the Dept. of Leukemia.
- Fulfill role as Project Manager, when asked, to help facilitate the larger needs of our end users.
- Innovate new solutions to help our division surpass financial and operational goals.
- Participate in interdepartmental projects that, not only help our users but MDA as an institution.
- Provide mentorship and advanced expertise to colleagues in the IT Dept.
- Train End-Users on basic usage of devices and applications, which cuts down on tickets by empowering them.

Team Industrial Services

Sr. Desktop Technician

2012 - July 2014 (2 years 7 months)

Alvin, Tx

Provide influential leadership, coaching, and mentorship to departmental teams and lead effective staff training programs; delegate work assignments and prioritize tasks. Manage over 3,000 computers, mobile devices, and laptops and provide timely resolutions to complex technical issues; support the

international requirements. Developed new training programs for end users on proper hardware and software usage; maximize the technical knowledge of teams. Maintain assets and controls internal budgets and resources.

- Team Lead for entire Desktop Support Team.
- Successfully minimized organizational expenditures and streamlined the daily operations; restructured the remote imaging process to eliminate the IT department and deliver rapid service
- Instrumental in the integration and implementation of the company's new antivirus policy and software; package software for remote deployment in Altiris and created remote imaging services
- Authored a companywide policy for images and developed software licensing and procurement policies; provided executive-level support throughout the department and directed all operations
- Minimized labor costs and vendor expenses through effective system development, successful negotiations, and timely application management; reduced overtime costs and improve efficiency
- Reduced end-user downtime from one week to one hour through the implementation of the new remote imaging system; achieves continual usability and ensuring timely and successful execution

The US Oncology Network Information Technology Coordinator 2010 - July 2012 (2 years 7 months)

Directed the information technology operations for 30+ sites in the Gulf Coast region; planned and coordinated workflow to optimize efficiency and productivity throughout the organization. Managed, motivated, mentored, and evaluated employees and facilitated training programs. Managed complex and highly-technical projects and directed lifecycles; achieved quality, cost efficiency, integrity, and timeliness.

- Managed the day to day aspects of the IT Technicians in my region.
- Allocated Service Tickets to technicians based on workload and distance
- Ensure escalated service requests & SLA's are handled in a timely manner.
- Led team members through projects such as clinic acquisitions, software rollouts, hardware buildouts.
- Instrumental in the successful launch of new clinics throughout the region; collaborated with all management staff and project managers to facilitate all launches and day-to-day clinic operations

- Served as an influential member of the Information Technology Purchasing department; identify departmental needs, makes effective recommendations for procurement, and negotiates contracts
- Functioned as a First Responder to all issues, including small technical issues to organizational network outages; responded to and effectively resolved any complex conflicts in a timely manner
- Facilitated and conducted effective training and orientation programs for new and existing teams on software suites, technical programs, policies and procedures, operations, or project regulations
- Coordinated the human resources and leadership activities of the department; processed time off requests, delegated and prioritized assignments, and assisted in hiring staff

The University of Texas Health Science Center at Houston Systems and Applications Analyst 2009 - 2010 (2 years)

Supported the entire University of Texas Physicians Medical Staff and 900+ computers, blackberries, and printers; managed complex technical projects and initiatives and ensured effective and timely resolution. Managed the Active Directory Users and Computers for the organization and troubleshoot and resolved any application and hardware related issues. Provided support for all Windows-based applications, peripherals, printers, AllScripts Electronic Medical Records software, and network issues in the helpdesk.

- Coordinated and directed the deployment of computers to new clinics or timeshares throughout the facility and delivered 24/7 high-level support to internal IT/management staff on the helpdesk
- Recipient of the Best Employee award in January 2010 out of 800+ University of Texas employees
- Chosen to serve as the first point-of-contact for the President of the Medical School for all abilities
- Created new images using Symantec Ghost to suit the individual needs of clinics and created MSI packages and batch files to provide innovative workflow improvements to the common problems

GameStop Assistant Retail Store Manager / Customer Service 2004 - 2009 (6 years)

Managed the day-to-day operational and business support activities of the retail store; provided quality customer service and support, initiated sales,

handled administrative and financial tasks, and planned and coordinated daily workflow. Created staff schedules while staying on budget and ensuring proper staffing for average volume. Responded to inquiries, requests, questions, and complaints from customers.

- Screened, interviewed, hired, developed, and retained new, qualified and successful employment candidates and supervised, motivated, mentored, evaluated and trained departmental employees
- Developed and executed merchandising displays to promote and effectively display merchandise and ensured profitability by maintaining pricing standards, inventories or movement of all goods
- Responded to and effectively resolve customer complaints, issues, or requests in a timely manner
- Planned, managed, and achieved or exceeded all established daily goals and collaborated with district and regional management staff to establish and achieve annual quotas for the retail stores
- Instrumental in the store being recognized as being in the 2% of the stores in the company (5000+)

Sam Houston State University Small Business Development Center
Project Manager / Student Consultant
2008 - 2008 (1 year)

Conducted comprehensive interviews with clients to determine their needs and goals and recommended innovative improvements and strategies to effectively resolve issues. Analyzed and interpreted files and documents to develop solutions to best meet the needs of clients and coordinated programs and projects. Managed the lifecycles of activities; ensured quality control/assurance, cost efficiency and task timeliness.

- Developed and implemented a new system for clients using the Systems Development Lifecycle and successfully achieved/exceeded quotas within the complex project while maintaining quality
- Created data flow diagrams and entity relationship models for new and existing systems, constructed prototype systems utilizing MS Access/SQL and developed Gantt charts for timelines
- Fostered a manager/team relationship throughout the department which encouraged feedback and input from all parties involved; established/maintained professional/productive relationships
- Created a prototype database for clients using Microsoft Access 2007 which incorporated all goals

Micro Center

Service Technician / Information Technology Coordinator

2002 - 2003 (2 years)

Identified, troubleshoot, diagnosed, and effectively resolved complex issues with various desktop systems and laptop computers and troubleshoot printers and copiers. Functioned as a Mac repair specialist and resolved complex hardware and software related issues; upgraded computers to match the needs or goals of clients and delivered technical support to all users. Responded to the technical questions and inquiries.

City Of Huntsville, Tx

I.T. Intern

2002 - 2002 (1 year)

Huntsville Independent School District

Systems Analyst

1999 - 2000 (2 years)

Huntsville, Tx

Coordinated and directed the maintenance of the PC's throughout the entire school district; performed preventative maintenance to ensure consistent usability and functionality and resolved complex technical issues. Delivered high-level support within the helpdesk and deployed and maintained school district networks. Provided Apple Warranty repairs for the school district and completed apple training sessions.

- Created and implemented Patch Cable systems in all school district buildings, refurbished older model computers to ensure compatibility with the Operating System, and maintained all systems

Education

Sam Houston State University

Bachelor of Business Administration Degree, Management Information Systems · (2005 - 2010)