1. Oversaw technology services delivery, consulting with relevant personnel to assist with migration and troubleshooting.
2. Developed, managed, measured and reported on service-level metrics to streamline IT assessment.
3. Studied business functions, collecting information and evaluating requirements to establish operational objectives.
4. Assisted with deployment issues by clarifying user questions and identifying problems, deconstructing into consumable sections and troubleshooting issues.
5. Supported technology design, testing and execution by providing research-based product and process knowledge.
6. Increased conversion rate [Number]% through sleek and intuitive UX and UI changes.
7. Led [Type] department activities to enhance overall operations performance.
8. Analyzed research trends, developing call-to-action plans to improve IT service effectiveness.
9. Conducted exploratory analysis on sales data, developing interactive [Software] dashboards to monitor sales operations.
10. Resolved technical issues for [Number] company employees.
11. Managed new feature integration into current build with continuous integration software.
12. Led weekly cross-functional team meetings to drive continuous technical improvements.
13. Collaborated with project teams to support new or enhanced products.
14. Provided technical and functional recommendations based on project requirements.
15. Ran diagnostics and conducted maintenance for software, resulting in improved operations efficiency.
16. Improved [Type] system by adding new features and infrastructure, enhancing [Result].
17. Led and audited international subsidiaries and operational processes to mitigate risks.
18. Tested modified programs to check functionality and correct adverse impacts on programs or systems operations.
19. Delivered in-depth [Software] training, imparting knowledge of best practices for protecting data and minimizing errors.
20. Helped improve [Area] operations by showing clear connection between current policies and business results.