Cover Letter:

Carolyn Kent

108 Lakeshore Drive.

Waxahachie, TX 75165

PH: 214-926-2500

Email: carolyn\_grant18@live.com

Future Employer,

## I’ve built my career on one simple principle: Work smarter! I’m the person who looks for inefficient procedures, finds ways to streamline them, and consistently strives to boost the productivity of everyone around me. I am a hard working, determined professional seeking an opportunity to empower, succeed, and be a growing asset to the company, while influencing others to accomplish any objectives set by the organization. I am confident that my knowledge, ability and experience will allow me to deliver successful results for your company.

Please allow me to highlight my key skills:

* Able to effectively manage my time through careful planning and organization of work activities
* An aptitude for identifying and resolving problems efficiently
* Excellent communication skills that result in positive interpersonal relationships
* A track record of meeting deadlines and producing accurate work of a high standard
* Proven ability to make sound decisions based on valid information
* The capacity to learn and apply new information quickly and accurately
* Provide constructive positive and negative feedback, and explain ideas and strategies in a clear and concise manner

I am certain that I can be a leader in any position requiring hard work, seeking different perspectives, enthusiasm and reliability. I look forward to hearing from you in the near future for an interview!

Thank you for your time and consideration.

Kind regards,

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**SKILLS**

ServiceNow (HR Service Delivery, ESM & ITSM) Filing & Records Management, MS Office 365 (Excel, Word, Outlook, Powerpoint, Visio, AngularJS, React, HTML 5, Node JS, Dynamics CRM, AX system Lync) Sharepoint, Icash, Safeserver, Trackvia, Remedy,Customer Service, Project Management,Java, C++, SQL, Servicenow (Content management System)Thunderhead (Document Management System) , ALM, Jira, Xml Spy, Oracle ERP, SAP(FI & CO MODULES)Salesforce RSS, Technical Support (Phone & E-Mail) Soft & Hard Phone Expert, Office Management, Mail Distribution Word Processing, Microsoft Scribe for Data Migrations, Working in a Production Support environment,  
Working with DocuCore Pack/DocumentsCorePack for creating forms. Experience working with TDCJ legal case management systems (PracticePanther, Amicus Attorney, MyCase, Bill4Time, Clio, AbacusLaw, Actionstep, Clio, etc.) Lotus Notes database, migrating data from Legacy system to a new database.

**EXPERIENCE**

**Dynamics CRM Developer/Systems Engineer – Remote Contractor 6/2019 – 1/2020**

**Perspecta (formerly DXC/HP Enterprise Services) – 40 hours per week Huntsville, TX & Austin, TX**

**\*Quartley Travel to Client Site**

* **Dynamics CRM configurations.**
* **Made changes to Dynamics as the client starts using the system: reports, forms, adding fields to the system, adding work types to processes and work flows as well as modifying existing workflows.**
* **Business Analysis experience, working with customers/end users to understand needs of the system.**
* **Worked on projects replacing a legacy legal case management system in a Lotus Notes database, with Dynamics CRM.**
* **Worked with the client on any changes that needed to be made in Dynamics CRM as they started using the system.**
* **Worked tail end implementation, before go live, made all changes, packaging them, releasing into UAT, and did monthly releases for any of those changes.**
* **Primarily focused on the configurations, reports, forms, adding fields into systems, adding work types to processes, adding work types to workflows and modifying existing workflows.**
* **Support for the production environment as they moved into the maintenance portion of the program.**
* **Experience with Scribe for data migrations, legal case management software, creating forms in DocuCorePack.**
* **Implemented a solution for change tracking for better traceability.**

**Business Systems Analyst II- Enterprise Systems**

**GM Financial – 40 hours per week 7/2015 – 4/2019**

**Arlington, TX (AOC I)**

* **Provide the functional specifications to the development team and follow the development, providing answer to potential questions**
* **Support SAP Core Model evolutions, Enterprise Standards implementations or roll-outs by providing remote or on-site assistance leadership in all process areas**
* **Assist with master data definition and guide business in best practices for validation**
* **Develop/promote holistic process solutions keying on existing blueprint template**
* **Actively provide functional, technical, and process knowledge for rapid issue resolution**
* **Document processes and SAP functionality – processes, flowcharts, procedures, work instructions, configurations**
* **Responsible for the design and development of modifications or extensions to the standard Microsoft Dynamics applications.**
* **Going on 7 years of  relevant professional Technical writing work experience**
* **Write and contribute to API documentation**
* **Ability to write concepts in clear, concise, and meaningful way which is simple to understand**
* **Sharp technical skillset to quickly grasp Identity and Access Management concepts and accurately document**
* **Apart of a Documentation team building from scratch**
* **Hands on experience of working with tools like Confluence**
* **Familiarity with tools like Postman and Swagger**
* **Work directly with SA and DA Engineers, Product, and Customer Support teams to collect information required for the preparation of documents and develop a strong technical understanding of the topic**
* **Contribute to plans for creating new guides and editing existing documentation**
* **Help to create company documentation strategy, creating processes to organize documentation and assisting technical teams with knowledge capture**
* **Responsible for coding, unit testing and creating supporting documentation for Microsoft Dynamics based Solutions.**
* **Gains understanding of customer’s needs and collaborates with other consultants and support teams to complete design and testing documentation. Provides technical input in creating functional specifications when customizations or extensions to Microsoft Dynamics solutions are needed.**
* **Responsible for driving the effort to migrate the customers’ data sources into Microsoft’s sources, ensuring proper alignment of data models. Offers support on Microsoft tools for migration and integration.**
* **Implements reports per requirements documents and standards.**
* **May be tasked with additional development tasks such as: developing data migration procedures to integrate Microsoft Dynamics Solutions to legacy systems; creating services to be called from Microsoft BizTalk Server for system integrations.**
* **Provides support and expertise on development technologies and environments.**
* **Test modifications for validity of results, accuracy, reliability, and conformance to established standards.**
* **Participates in system and acceptance testing.**
* **Provides work estimates that permit prioritization and assignments to be made.**
* **Has awareness of the prescribed Microsoft Dynamics implementation methodology, Sure Step; understands how the development and related testing activities fit into the overall customer engagement lifecycle.**
* **Responsible for the development and management of the ServiceNow Enterprise Service Management solutions across all company functions (HR and IT)**
* **Importing documents into digital repository, weather they originate on paper or in digital format**
* **Archiving records as non-editable files to retain for record**
* **Employee separation reports**
* **Assisted in the development of Employee occupationnel Incident Report**
* **Automate task, workflows and service processes not previously captured in systems to deliver and manage services across the enterprise to boost productivity and stay organized**
* **Upgrade self-service portal, time and attendance and metrics tracking for reports**
* **Built out template forms to streamline on-boarding processes**
* **Creation of response templates**
* **Built out payroll reports**
* **Assisted in the implementation of HR (Knowledge Base) KB articles containing policy acknowledgment, benefits and holiday schedules for US and CAN employees**
* **Creation of cases from HR requests or inquires related to HR systems**
* **Worked numerous incident tickets related to**
* **Private site document Library ITMS solution**
* **Authored KB articles**
* **Agile and Waterfall SDLC methodologies**
* **Tested all DEV and configurations for HR service portal view in ServiceNow's DEV and test environment before deployment**
* **Prepare documentation and speciﬁcations for system improvements, maintaining correspondence guideline consistencies amongst all documents and departments.**
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* **Work closely with internal business units to design final correspondence versions, meeting both business and legal requirements.**
* **Partner with internal departments to ensure tasks are defined and documented with timely deliverables.**
* **Communicate with managers, internal business partners and external print vendor(s) regarding project status and production performance.**
* **Work closely with external print vendor(s) to facilitate project completion and support production file processing workflow.**
* **Provide applications support for administration set-up/configuration and issue resolution.**
* **Coordinate business software implementation/interfaces amongst program development teams.**
* **Communicate business rules and process interpretation/documentation.**
* **Perform project planning, coordination and management on multiple projects.**
* **Gather customer requirements to provide innovative solutions and recommend system, product and process enhancements.**
* **Interface with software vendor in support of business application software upgrades and/or releases.**
* **Design and create production reports.**
* **Provide direction to and mentor entry-level analysts.**
* **Maintain system and functional awareness and competence.**
* **Conduct Quality Assurance and system testing, assist with systems implementations, and the evaluation of the results.**
* **Serve as contact to relationships outside of the Company as appropriate.**
* **Perform special projects and other related duties as assigned/required.**
* **Documentation of UAT test scenarios and test cases**
* **Preparation of Test Data**
* **Identification and analysis of software defects**
* **Consult with project manager to ensure clear understanding of user needs**

Business Support Analyst – **ASSOCIATE, MICROSOFT DYNAMICS CRM**

**BAMS SYSTEM ADMINISTRATION** (CompuSafe)

Brink Incorporated (Corporate Headquarters) Coppell, Texas

40 hours per week 9/2012 – 7/2015

* Develop processes, implement effective workflow and embrace best practices
* Develop and continue to refine CRM change management standards and tools
* Provide technical documentation and facilitate training to the administrators and end users of the system
* Conduct user training and create and maintain knowledge transfer documentation
* Build CRM forms, screens, and views as well as workflows and reports for the user interface
* Be a member of the CRM development community affecting and driving efficiencies across the company
* Provide redundancy and backup support for other team member
* Conducted the companies first data migration to CRM
* Perform user acceptance testing of the functional requirements of the assigned systems and business processes
* Assist in the parallel running of the current system to ensure the new system results are validated against the existing system
* Provide training/support to the client services group for all applications and services developed and maintained by the assigned systems development group.
* Update any documentation that has gone out-of-date.
* Work with client services to ensure the quality of delivered software as well as ensuring timely bug resolution.
* Perform application configuration and provide support
* Responsible for system access for all U.S. employees in BAMS for approved users while maintaining system security
* Document and keep a log of all access given for SOX compliance audit
* Worked with KPMG to help them get a better understanding of the organization and its operational concerns
* Identify opportunities for improvement to cut company cost
* Provide assistance to customers (The Branches) in implementing procedure or changes in BAMS or assigned systems
* Provide end user support, monitor the system, respond to queries, resolve & escalate issues
* Provide assistance in developing training material & provide regular information regarding system & business changes
* Work to improve the business model process, or method of the systems we are assigned too
* Manage all projects from highest in priority
* Collaborate with Project managers in order to resolve issues
* Work independently with minimal supervision to meet performance metrics
* Run system audits
* Assist as backup support to team members

Office Assistant 5/2010-9/2012

Essential Automotive Dallas, Texas

* Appointment setting
* Answering multiple phone calls/taking messages
* Filing, faxing, copying, package signing, part ordering & taking all customers information prior to coming in for an estimate.

Customer Support Rep 12/2008-7/2009

Fort Dearborn Life Ins. Co. Richardson, Texas

* Responsible for the telephonic intake of short term disability claims & telephonic inquiries regarding disability claims such as payment
* Claim status & change of address.
* Direct data entry into a dedicated claim system & access to a dedicated membership system.
* Assisting with membership inquiries, maintaining customer files for all lines of business, opening, sorting, distributing & filing incoming mail
* Ordering all office supplies

**EDUCATION**

DeVry University, Irving, TX 7/2010

Obtaining a degree in Network Communications Management

**ADDITIONAL INFORMATION**

* Christina Lacour– Manager for current position at Brink Inc.
* Ms. Jerry Scott (Owner of Essential Automotive & previous supervisor) 972-816-1585

\*Took off after the birth of my child. From 7/2009-5/2011