

# Neal Winn

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## SUMMARY

State of CT

## EXPERIENCE

### **IT Social Services Analyst**

State of Connecticut

November 2012 - Present

Develops, writes & executes scenarios for Testing; provides customer support to users; troubleshoots & resolves routine problems & system issues; diagnosis & resolution of processing issues; business process mapping & business requirement gathering; implements system upgrades & modifications & loads data into test environment; tests & performs troubleshooting analysis; data clean-up & conversion; conveys technical information to agency user & promotes understanding of relevant issues; develops reports utilizing Enterprise Resources Planning systems; develops functional procedures & documentation; make presentations; identify training needs. Oversees & validates systems operational procedures, schedule & results reporting; incident investigation, project planning & status updates; participates in the Change Request process from initiation through implementation; participates in project Business System Design; leads test team activities such as developing test plans, validating test results, tracking defects & implementing correction plans; validates requirements traceability matrixes are developed, maintained & completed; application security management; Interpreting business requirements into technical requirements; develops, reviews & monitors operational procedures; technical detail design, Business System Design; application help desk support; works closely with IT, business partners, system integrators & other state agencies; coordinates & disseminates communications to agency & business partners concerning application systems; release management & CCB functions assuring IT technical updates are planned, scheduled & implemented; IT Systems PMO & tracking. Public Policy and Programs specialist (Medicaid, Medicare, Health Exchange & Medical insurance, ACA, SNAP, etc.); (Data Cleansing, Testing, Strategy, PMO, Quality Assurance, E-MPI, Toad, Selenium, SQL, WinSCP, PuTTY, Qualitia, Test Automation, Regression, etc.)

### **Recruiter/Engagement Manager**

Poise Inc

July 2012 - January 2013

Contingent IT Workforce Recruiting and Staffing. Poise Incorporated is an international firm providing contract staff augmentation along with contingent and retained recruitment services.

### **Career Agent / Ex-Offender Retention Specialist**

CTWORKS - CareerTEAM LLC / KRA Corporation

January 2012 - July 2012

Ex-Offender Retention Specialist: Work closely with Employment & Retention Specialists at

CTWorks to provide service to the ex-offender population in order that it will result in assistance with job search and retention of these clients. Refer participants to the Online Learning classroom, resume preparation, and vocational assessments. Work with community representatives on a regular basis, build synergy and develop relationships with vendors and community agencies, work closely with temp agencies to find out which jobs accept people with convictions, and represent CTWorks in meetings in the community. Career Agent: TFA applicants are referred to the JFES program by their DSS worker. Attendance at a JFES intake session and continued participation in JFES are required in order to receive TFA. At the first JFES appointment, participants receive an employment assessment, assistance in developing an employment plan and a dedicated JFES case manager is assigned to help them become employed and independent of assistance. JFES employment plan activities and services may include job search assistance, vocational education, subsidized employment, adult basic education and/or employment-related support services such as transportation and child care assistance.

### **Supervisor / Adolescent Development Specialist**

North American Family Institute, Inc.

December 2010 - January  
2012

### **Residential & Commercial Leasing & Sales Agent**

Veritcal City Realty

2007 - 2010

### **Coordinator / Assistant**

The Gersh Agency

2003 - 2007

### **Business Analyst / Quality Assurance**

The Hartford

2002 - 2003

## **EDUCATION**

### **Connecticut College**

1998 - 2002

*Bachelor of Arts (B.A.), English Language and Literature/Letters*

### **University of Cape Town**

2000 - 2001

*Independent Study, Literature, History, Social/Political Science*

## **SKILLS**

Software Quality Assurance

Data Quality Assurance  
Business Analysis  
Data Analysis  
Software Troubleshooting  
Ticketing Software  
Software Testing  
System Testing  
Usability Testing  
Computer Software Training  
Regression Testing  
JIRA  
Software Testing Life Cycle  
Business Process Improvement  
User Acceptance Testing  
Software Implementation  
Report Writing  
Software Documentation  
Enterprise Software  
Manual Testing  
Automated Software Testing  
Technical Writing  
Writing Skills  
Software Development  
Goal Development  
Contingent Workforce  
Creative Writing  
Strategic Communications  
Corporate Communications  
Internal Communications  
Marketing Communications  
Contingent Recruitment  
Crisis Communications  
Workforce Training  
Coaching  
Interview Coaching  
Workforce Development  
Resume Writing  
Career Management  
Career Development  
Career Counseling  
Career Assessment  
Employee Training  
Applicant Tracking Systems  
Recruiting  
Temporary Placement  
Job Coaching  
Contract Recruitment  
Community Outreach  
Strategy

**CONTACT DETAILS**

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