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**Career Goals**

Motivated and dependable IT professional with dynamic skills looking for a Technical Consultant career opportunity to utilize and expand my skill set for a well-established organization.

**Relevant Professional Skills**

* **Languages:** JAVA, JSP, XML, HTML, PERL,SQL, PL/SQL,VBA,T-SQL, SHELL
* **Databases:** SQL Server, Oracle ,Access, My SQL,DB2
* **Software:** Adobe Suite, Microsoft Office 2003 -2013 (Word, Power, Excel, Point, Visio, Access, Project), DBF Viewer, Universal SQL editor, Oracle, Apache Tomcat, SAS Business

Sales force CRM, Crystal Reports, Share point, Track plus, WebEx tools, Nagios, Pentaho, Salesforce, VMware administration, Service Now

* **Monitoring Tools:** Unified Infrastructure Manager monitoring (Nimsoft), Splunk, Nagios, Zabbix
* **Networks:** TCP/IP configuration, Cisco routers, Firewalls, NAT, IP control lists, Wire shark, VSphere VMware, configuring virtual machines, ESXI install configuration, Vcenter , Switches , distributed switches , LAN, Comptia Cloud plus
* **Operating Systems:** Win 7 pro, Win XP, Win server 2003, Windows server 2008R2, Windows server 2012, Windows server 2016, Windows Server 2019, Windows XP, Windows 8, Linux.
* **Telephony:** Avaya IP Office, Avaya Communication Manager, NEC, Cisco, Skype for Business. Enterprise Interactive communications Center.

**Professional Experience and Responsibilities**

**Solutions Consultant, Enghouse Interactive, Canada, 2016 October-Present**

* Computer Telephony Integration of various PBX vendors Avaya, NEC, Skype with our software solution Zeacom. My role is to work on new installs of our product and upgrades, Trainings, Call flow design and implementation
* Manage projects as the Project manager for smaller scale projects, this included scheduling of meetings, kick off calls, technical reviews, and statement of work and cut-off meetings.
* Instructor lead software trainings either virtual or in Person
* Troubleshoot installations and any issues in upgrade issues
* Work on Customer experience from beginning to end
* Assist implementing new customers to our Cloud environment
* Custom integrations with customers such as add-ons and plugins.
* Handle multiple projects from inception to closure, this including technical meetings, project scope and project completion

**Infrastructure Support Engineer, CA technologies, Texas 2013 October- October 2016**

* Unified Infrastructure Manager(Nimsoft) support to clients with focus on technical issues that affect small and enterprise level environments
* Manage UIM Microsoft server database on customer servers on premise environment
* Assist in configuration of over 140 + probe applications
* Created training videos on use of Probes and integration with UIM product and DVNAT Lab environments.

**Application Analyst, ZeOmega, Texas 2013 Feb- October**

* Supporting Health care management application Jiva for external clients
* Creation of Change request’s, gathering new requirements and designs for releases
* Made functional requirements documents, root cause analysis documents
* Produced use case tests for analysis on ongoing issues
* Adhere to HIPPA policies and sensitive information when troubleshooting client issues

**Business Analyst, Health Management Systems, Texas Oct 2012-Jan 2013 3 month Contract**

* Support the in-house application Pier by creating enhancements and identifying issues with the application and coordinating with IT to fix any application issue’s
* Gather requirements and document the requirements for analysis
* Act as a liaison between IT and Operations to meet departmental goals
* Created excel reports using macros to deliver a monthly report
* Payment analysis of Medicaid claims and EOB’s analysis using data mining tools
* Worked on Relation DB2 database using tools like TOAD, Microsoft SQL server
* Adhere to HIPPA policies and sensitive information when troubleshooting client issues
* Write SQL Ad-hoc queries for operation’s to help in decision making
* Created Macros and VBA scripts to streamline processes, this helped to provide high visibility clients better service

**System Analyst, Avero LLC, Irving, Texas 2011 -2012**

* Monitor the integrity of data on a daily basis using different Database SQL tools
* Making adjustments on the ETL data extraction utility (DEU) application as necessary to insure data was clean.
* Provide Tier 3 data and integration questions, for internal and external clients.
* Create custom SQL queries stored procedures for extraction of data.
* Implementing Data Extraction Utility (DEU) on client sites
* Wrote complex ad hoc queries on request from client services team
* Managed the Knowledge database for the IT department, creating and editing articles and bug fixe documents

**Education**

***University of North Texas Denton, TX******Graduated 2010***

*Graduated B.S. in Business Computer Information Systems*

***Professional Organizations***

Toastmaster’s International 2011-present

**Certifications**

* Cisco Certified Network Associate (CCNA)
* Toastmasters International Competent Communicator Certified
* VMware VCP certification Foundation exam passed
* Amazon Web Services Solutions Architect Associate 374879744
* Amazon Web Services Solutions Architect Professional In Progress