

## **Roby Bradford Jr.**

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### **Career Objective**

- Certified Workday Analyst with experience in Finance, HCM, Student and Reporting looking to challenge and expand my knowledge

### **Education**

- **The Pennsylvania State University** – University Park, PA  
B.A. degree in Telecommunications, 2012  
Theatre Minor; Phi Gamma Delta  
GPA- 3.69/4.0
  - Honors: Golden Key International Honour Society, The National Society of Leadership and Success, The National Society of Collegiate Scholars, Dean's List
- Workday Coursework: Workday Advanced Reporting and Analytics, Workday Business Process Fundamentals, Workday Calculated Fields, Workday Composite Reporting Fundamentals, Workday Configurable Security Fundamentals, Workday Financials Fundamentals, Workday HCM Fundamentals, Workday Report Writer

### **Certifications**

- Workday Pro HCM
- Workday Pro Reporting

### **Work Experience**

- **Workday Analyst** (04/2019 – Present)  
Scripps College – Claremont, CA
  - Work with Human Resources, Business Affairs/Finance, Student Affairs, and IT to identify new opportunities to enhance functionality and achieve greater process efficiencies through Workday
  - Act as Workday SME, Report Writer, and Business Process/Security Analyst
  - Support HCM, FIN, SIS and IT with all Workday related requests and developments
  - Assist in product upgrades and user acceptance testing (UAT)
  - Facilitate Workday training sessions and create knowledge documentation
  - Update and maintain current business processes, rules, and security
  - Assist in new integrations
  - Actively maintain knowledge of all Scripps Workday current and future modules

- Keep up with discussion in Workday Community and attend Workday related functions
- Assist in converting paper documents to digital files to conserve resources and provide a more efficient reporting environment
- Facilitate meetings and provide feedback related to Workday enhancements and solutions for Scripps and the Claremont Colleges
- Support users with Workday tickets and general questions
- **Senior Application Support Analyst** (03/2016 – 03/2019)
  - Bayada Home Health Care – Langhorne, PA
    - Support over 18,000 clinical staff and office employees in the use of business and healthcare applications, clinical documentation, and other software
    - Provide senior level support for all Bayada company systems and applications
    - Provide excellent customer service in a fast paced, multi-tasking environment
    - Provide remote customer support via telephone, chat, and email
    - Assist in the pilot testing and development of new applications
    - Assist in the implementation and troubleshooting of software
    - Assist in Workday software implementation and support as IS Ambassador and Subject-Matter Expert
    - Assist in the support and development of Workday HCM
    - Experience supporting multiple applications and modules within Workday
      - HCM, Benefits, Pay, Time Off, Performance, Talent and Goal Setting, Time Entry, Compensation, Personal Info, Job Change/Onboarding, Request Worker for Project, Expenses, etc.
    - Monitor and maintain IT solutions within HIT industry regulation
    - Assist in scripting and mass deployment of applications
    - Identify and document threats and security breaches
    - Aid in disaster recovery protocols
    - Medical reporting and data entry
- **Lead IT Coordinator** (04/2015 – 01/2016)
  - RSM US LLP – Blue Bell, PA
    - Manage technology for 5 offices with 400+ employees
    - Provide Tier 2 field and remote support
    - Support the National Service Desk in supporting over 8500 users
    - Assist in the development and deployment of firm software
    - Asset management
    - Lead regional meetings and projects
    - Maintain network files and print server
    - Provide telecommunications support

- Facilitate legal matters
  - Hire and mentor new regional IT Coordinators
- **Lead IT Technician** (09/2014 – 04/2015)
 

The Laptop Shop – Rehoboth Beach, DE

  - Service and repair smartphones, tablets, laptops, and desktops
  - Maintain the company inventory
  - Onsite IT services at customer homes and small businesses
  - Sales and customer service
  - Advanced diagnostics and maintenance procedures
  - Upgrade and install new and existing software
  - Threat detection and removal
  - Build gaming desktops
- **Management Trainee** (11/2013 – 04/2014)
 

Enterprise Rent-A-Car – White Marsh, MD

  - Provide Superior Customer Service
  - Develop and maintain strong business relationships
  - Aid in the growth and profit of a branch
  - Manage finances
  - Sales
  - Conflict management
  - Fleet growth and deployment
  - Operate a successful business
- **Wireless Consultant** (07/2013 – 09/2013)
 

Verizon Cellular Sales – Hanover, PA

  - Develop new family and business accounts
  - Service existing accounts within the Verizon Network
  - Provide wireless phone and internet services
  - Monitor and keep up-to-date with competitors
  - Recommend changes in products and services
  - Resolve customer complaints
  - Contribute to team effort and success
  - Maintain professional and technological knowledge of cutting edge technology
- **Videographer** (12/2012 – 03/2013)
 

Pegasus Radio Corp t/a Federal Radio – Aberdeen, MD

  - Film and edit training videos of Federal Radio equipment for customers. The final production of most videos generally includes voice overs, graphics, and audio edits

- Research and work hands on with radio equipment and systems designed specifically for each customer
- Assist in the presentation of key projects to the Federal Government via video tutorials and client meetings
- Run my own individual business
- Complete projects and tasks within assigned deadlines

### **Professional Skills**

- ◆ Technical proficiency in the following software and technology:
  - Workday, Cherwell, Jira, Oasis, Citrix Receiver, Zoom, Cisco Jabber, Bomgar, Office 365, Adobe, Dell KACE K1000, Sharepoint, Journyx, Oracle, VMware, Hiren's BootCD, Cisco, doForms, EmpowerID, Windows Server OS, Microsoft Windows OS, Apple OS, Android OS, MS Office Suite, Asset Management, Lotus Notes, Microsoft Active Directory, Lazesoft, Microsoft SCCM, Imaging Software, CA Unicenter Service Desk, SOAP, VoIP phone systems, CCH ProSystem FX, Server Management, Endpoint Security & Protection, Enterprise Backup Solutions, Routing and Networking, Basic Web Development, and Hard Disk Encryption Software.
  
- ◆ Management and business operations experience
- ◆ Ability to communicate in a professional manner both written and verbally
- ◆ Dedicated drive to complete tasks and contribute to a positive workplace

### **References**

Available upon request