

**Name**

Address

Phone

[E-mail@email.com](mailto:E-mail@email.com)

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## IT PROFESSIONAL/CLIENT RELATIONS | OFFICE OPERATIONS | ANALYSIS

### PROFESSIONAL SUMMARY

Determined, experienced and knowledgeable professional known for taking initiative, continuously learning and exceeding expectations when given challenges and deadlines. Positive team member who is meticulous, thorough and produces quality results. Technically savvy, abilities include:

- Analysis, technical troubleshooting
- Project and process management
- Leadership and team building
- Able to present to large audiences
- Financial Accounting knowledge
- Experience with ACD metric and reporting systems
- Technical and procedural writing
- Advanced understanding of standard MS Office applications
- Windows 98, 2000, XP, Windows 7
- Experience with database systems (Access, SQL, dBase)
- Solid knowledge of wireless communication and IP networking
- Able to independently learn software & web-based applications

### EXPERIENCE

**COMPANY XXX** - Northfield, OH

**2004 – Present**

**Senior Technical Analyst**

**2009 – Present**

Continued in my role as a subject matter expert and all-around technical support resource and accepted an expanding role in the hiring process for Client Service and Merchant Boarding departments.

- Evaluate resume submissions, and conducted interviews (phone & in-person) placing an emphasis on raising the department's talent level to select individuals with the appropriate technical knowledge and skills
- Co-launched about 80% of the company's projects involving new products and services and have regularly been tasked to disseminate information regarding new products and services
- Acted as a training coordinator for multiple departments where I enacted regular training workshops to improve and streamline operational tasks
- Received the Chairman's Club Award in 2011 for Outstanding Job Performance

**Technical Supervisor**

**2006 – 2009**

Under the direction of the Implementation Manager, I continued to be a leader and resource for technical support challenges, while establishing a reputation of being a valued technical resource involved in special projects within the department and the company.

- Initiated, administered and produced a technical knowledge base within SharePoint as a resource for our technical support team to improve our retention of industry knowledge
- Established and maintained strong business relationships with product and service vendors, other department leaders, and sales professionals to bolster open communication and information
- Administered and upgraded Terminal Management Systems and their software to maintain card brand compliance standards

### EDUCATION

**CUYAHOGA COMMUNITY COLLEGE** - Parma, OH

**Currently pursuing Associate Degree of Science** – Expected completion: December 2014

GPA: 3.51. Member of Honor Society.

Transferring to Ohio State University to obtain Bachelor of Science in Management Information Sciences