

QUALIFICATION HIGHLIGHTS

Customer-focused IT professional with over 17+ years experience within an IT support environment, offering skill sets in knowledge management, incident/change management, project management, training, report generation and analysis in retail and clinical environments with detailed knowledge of Help Desk Management Tools, sourcing and contract negotiation

PROFESSIONAL EXPERIENCE

2013 – Pres. | NFR Sourcing Analyst, STOP & SHOP/AHOLD USA, Quincy, MA

- Maintains sourcing pipeline data and update inputs; Assists sourcing category manager and teams in impacting and improving performance in minimizing overall NFR cost structure
- Supports sourcing category manager/team, responsible for data research and analysis
- Research, collect and track annual spend data for category analysis and support of sourcing projects. Obtain data from internal sources and on-going category spend performance monitoring.
- Work directly with internal IM stakeholders, suppliers and legal team to negotiate new contracts and/or renegotiate contract with current incumbent for overall savings; research new suppliers, collect yearly spend, collect and expedite legal agreements; negotiate scope of work and finalize contract

2012 – 2013 | Retail Call Center Representative, STOP & SHOP/AHOLD USA, Quincy, MA,

- Manage the remediation of 1500 calls/day from store, business & vendor clients in a 24/7 environment
- Perform diagnosis and technical troubleshooting to resolution; escalating to second level software support, internal hardware or external vendor support
- Dispatch store maintenance calls received via phone, e-mail or maintenance software application
- Scope of support includes: in-store technology hardware software, store maintenance, merchandising service level and data integrity, store order add/cuts adjustments, and general operational support/questions

2002– 2012 | Knowledge Engineer, STOP & SHOP/AHOLD USA, Braintree, MA

- Spearheaded new internal department upgrades of the Help Desk Management Tools
- Worked as a Project Manager on behalf of RHD and worked closely with IM and business stakeholders along with project management teams to ensure the retail support environment was provided first-level support solutions for new/upgraded software and/or hardware
- Proactively identified & analyzed technical issues received via reports, e-mails or feedbacks fed thru Knowledge Management System, determined solutions and developed appropriate recovery procedures
- Generated reports to analyze and review of on-going issues impacting the store environment and raising awareness of these repetitive issues through communication to and from Help Desk, IT, SME's, BSA's, store and business personnel
- Authored knowledge content for new and existing store software and/or hardware; published a weekly newsletter
- Facilitated and conducted training on Help Desk Management tools to new analysts, contractors, business associates and vendors
- Delivered security compliances within the store and corporate environment e.g. HIPAA, PII, Symantec, Sarbanes-Oxley, Tivoli, PCI Compliant
- Conducted monthly Microsoft Security patches on front-end self-service hardware
- Researched and investigated new knowledge management system software; reported top 3 vendors along with best practices that met the needs of the business

2000 – 2002 | Help Desk Support Specialist, STOP & SHOP/AHOLD USA, Braintree, MA

- Led the migration of problem management system from HEAT to Remedy
- Managed all Help Desk Management Tools; , ensured stability and daily operations of the server & database; performed software maintenance; maintained server; generated and customized ACD reports
- Supervised Knowledge Engineer and managed part-time Knowledge Engineers
- Negotiated proposals for new products and contracts for consulting services; maintained yearly maintenance contract
- Interviewed candidates for open positions
- Facilitated and conducted training of new Knowledge Engineers

1999 – 2000 | Help Desk Administrator, BOSTON MEDICAL CENTER, Boston, MA

- Managed Help Desk Call Tracking Tool (Heat) to ensure stability and daily operations
- Worked closely with Network Services to ensure the Help Desk server engine stability and received server monitoring alerts when server engine was down; took appropriate action
- Rebuilt database on a weekly basis; performed weekly back-up
- Group leader for a team of a four (4) person Help Desk
- Customized and developed Crystal Reports & Excel reports for upper management and uploaded statistical reports to department website for Heat & ACD statistics
- Performed special projects for Help Desk Management

1991 – 1999 | Boston Medical Center(former Boston City Hospital), Client Support Analyst II,

- Boston City Hospital, Assistant Manager, Data Processing, 1995 – 1997
- Boston City Hospital (Dept. of Health & Hospitals) 3/95-8/95
- Trustees of Health & Hospitals, 8/91-3/95

RECENTLY HIGHLIGHTED PROJECTS

- ❖ Assisting in the procurement of a multi-million dollar pharmacy system contract
- ❖ Renegotiated telecom services contract with current incumbent for all four divisions
- ❖ Facilitated the system integration of operating platform for new hybrid store ISP systems; responsibilities included menu design & updates, security access, UAT testing; validated access for the Retail Help Desk staff
- ❖ Transitioned knowledge content for 29 major store system applications alerts to newly created support team; generated statistical reports for 6 months for senior management, summarized higher impact store applications, worked closely with IT Management and IT store application staff during transition period;
- ❖ Implemented system monitoring tool from AIX Netview Alert System to a Tivoli Monitoring System; developed training documentation, conducted training for departmental staff; ensured department staff obtained security rights & access; point of contact for internal staff
- ❖ Designed & developed new departmental Google website and the migration of home grown on-line knowledge content to existing knowledge management system of store remediation; launched new corporate branding; provided incremental timed reports for daily meetings
- ❖ Managed all the Help Desk Management Tools upgrades & decommissioning of vendor interfaces – [Remedy and Interactive Intelligence(I3)]; developed & coordinated required UAT testing, and conducted training & developed recovery documentation
- ❖ Designated as the RHD representative (Google Guide); assisted in the rollout of GOOGLE Corporate & Store E-Mail & digital archiving solutions with the implementation; assisted in design & development of departmental website, departmental GOOGLE groups, GOOGLE store rollout – analyzed and generated reports to identify key problem areas; reported to stakeholders and management support teams; ensured Help Desk staff was trained and provided with appropriate support documentation

SKILLS, TRAINING & EDUCATION

SECURITY

TECHNOLOGIES: Anti-Virus Tools (Norton, Symantec); Citrix Jump Server, Netsupport, SSH, HIPAA, PCI Compliancy, Pointsec, Tivoli Monitoring System, Tivoli Endpoint, Athena

SYSTEMS: AIX, WINXP, Windows 7, Novell, Microsoft

NETWORKING: LANs, WANs, VPNs, Routers, Firewalls, TCP/IP, SSH, TELNET, FTP

SOFTWARE: DTM Accounting System; Knowledge Management System (Casepoint Desktop & Authoring Tool), Incident/Change Management (Remedy, HEAT); Google Suite (Google Groups, Sites, Digital Archive); Interactive Intelligence and Lucent (I3-ACD System): Email (Google, Lotus Notes); Athena (Mobile Devices); MS Professional Suite, Microsoft Project; Crystal Report; retail store system applications and hardware/network components; Metrix, Sharepoint, IBM, Fujitsu, internal web security portals; hospital information systems (IDX, SDK, DecRad, CoPath, etc.); HTML, JAVA, Adobe Professional, Metrix Maintenance System

TRAINING: HIPAA, Information Security, Code of Ethics, Sensitive Information Inventory Training, Confidentiality

NORTHEASTERN UNIVERSITY, Boston, MA

BS in Information Technology (Graduated *summa cum laude*), 2010

NEWBURY COLLEGE, Boston, MA

AS in Computer Science (Graduated *with honors*), 1989