

PROFESSIONAL PROFILE

Results oriented **Systems Analyst** with proven success in computer operations and managing personnel, IBM host computer operating systems, systems analysis & design, support services, local & remote network communications and computer security operations. Dedicated to strategically developing plans to merge business needs with innovative resources. Keen ability to direct complex projects & diverse teams in achieving corporate objectives that impact and foster growth.

QA Testing • Planning • Organizing • Communicating • Problem Solving • Test Plans • Multi-tasking
 Customer Service • Computer Proficient • Critical Thinking • Data Analysis • Detail-Oriented • Quick Learner
 Trouble Shooting • Business Systems • Presentations • Public Speaking • NY Notary Public

PROFESSIONAL EXPERIENCE

- 6/2004 - 5/2007 BUSINESS SYSTEMS ANALYST - NATIONAL GOVERNMENT SERVICES (NGS), YORKTOWN HEIGHTS, NY**
Position Profile:
- Supported end users for numerous business systems used within the healthcare environment
 - Handled transition to new systems, including mapping, QA testing, writing test plans, and troubleshooting
 - Conducted analysis and developed proposed problem solutions, supported the development and demonstration of multiple projects/enhancements simultaneously
 - Developed, maintained, and monitored project plans
 - Assisted in mapping, testing and installation of new CICS system
 - Maintained system security within the department through the MCS System
 - Supported the Provider Enrollment Department, researched and resolved SSR's as assigned, reviewed and commented on CR's and was actively involved in the implementation of NPI
- 1/2004 - 6/2004 LOAN OFFICER - COLUMBIA EQUITIES, LTD., VALHALLA, NY**
Position Profile:
- Originated residential and commercial loans obtained through phone leads, ads and personal contacts
 - Marketed loan products to the public through comprehensive presentations
 - Created proposals for clients, advised clients on types of financing available, entered loans into the system, and followed up internally until the loan is closed
 - Completed intensive training course for loan origination
- 5/2003 - 2/2004 EXECUTIVE DIRECTOR - WAIFA, RAIFA & FSP, HAWTHORNE, NY**
Position Profile:
- Acted as Executive Director of the Westchester and Rockland County chapters of the Association of Insurance and Financial Advisors, as well as, the Financial Service Providers Organization
 - Oversaw all financials for three separate organizations, including invoicing and bank deposits
 - Maintained multiple databases with member's records while maintaining highest confidentiality
 - Published two directories annually, as well as, edited and published nine 32 page magazines annually and distributed to all members
 - Solicited ads for all publications and maintained two websites
 - Acted as a liaison with all vendors, printers and advertising agencies
- 6/1999 - 6/2002 SYSTEMS ANALYST - IBM GLOBAL FINANCING, ARMONK, NY**
Position Profile:
- Ensured system security in RICS (Remarketing Inventory Control System)
 - Oversaw broker sales and retail lease transactions for IBM Global Financing's remarketing department
 - Reduced outstanding revenue for IGF Remarketing from approximately \$9,000,000 to less than \$100,000
 - Ensured that RICS was up and running, acted as a liaison with I/S and end users to advise them of system status
 - Ensured that equipment returned to warehouse was available for remarketing in a timely manner

PROFESSIONAL EXPERIENCE CONT'D**7/1996 - 6/1999 END OF LEASE ANALYST - IBM GLOBAL FINANCING, ARMONK, NY****Position Profile:**

- Generated up to four thousand end of lease contracts monthly
- Checked accuracy of interest rates and prices on end of lease supplements
- Created manual end of lease supplements as necessary for customers with special pricing at lease end
- Involved with the implementation of new ICFS online pricing system
- Interacted with PC, mid-range and large systems remarketing Product Managers to determine fair market value of equipment
- Provided internal support for the Great Lakes Region of IBM regarding end of lease issues
- Answered customer support hotline for twelve hours per week, averaging about 75 calls per week
- Provided reprices, requotes, inventory reports, and planning rates for customers based on their needs

2/1996 - 7/1996 INSIDE SALES REPRESENTATIVE - IBM, WHITE PLAINS, NY**Position Profile:**

- Oversaw 300 Northeast General Business Customers in the distribution industry with installed AS/400, System 36, and RS/6000 systems
- Developed networking relationships with key contacts
- Executed sales oriented telephone campaign tactics and provided marketing support coverage to existing customers
- Member of distribution team that was expected to generate over 30 million dollars in revenue in 1996

1/1993 - 2/1996 ASSOCIATE PRODUCER - IBM, WHITE PLAINS, NY**Position Profile:**

- Maintained the accuracy of the System 390 databases through regular contact with customers, reps and IBM Briefing Centers globally
- Coordinated over 30 direct mail campaigns up to as many as 20,000 customers worldwide in each distribution list
- Assisted in packaging/design/distribution of all videos, including special projects
- Wrote copy for video sleeves, as well as, composed letters to the sales field
- Gained TV production experience by attending video shoots and live tapings
- Acted as a liaison with foreign IBM locations to arrange for satellite hookups during live IBM product announcements
- Gained extensive knowledge of all TV standards

EDUCATION AND CERTIFICATIONS

State University of New York College at Oneonta, Oneonta, NY - 5/1991

- Bachelor of Arts Degree in Speech Communication with a minor in Mass Communication

New York Notary Public

COMPUTER PROFICIENCIES

Microsoft Office (including Visio & Project) • HTML • Image Plus • Internet • Lotus 123 • Lotus Notes • MCS

Microsoft Works • Paradox 4.0 • QMF • SQL • SAP • PECOS • ACT!