

FINANCE MANAGER/ OPERATIONS MANAGER

Career Overview

To obtain a full time position in Management Information Systems with emphasis on business analysis where I can demonstrate excellent leadership, business and team work skills to produce effective results.

Qualifications

- C++
- Java
- CICS
- Windows Networks
- W-LAN
- Technical Support
- Switches, Bridges
- Software Development Life Cycle
- Systems Applications
- Systems Development
- Systems Implementation
- Systems Integration
- PC DOS
- Personal Computers
- Problem Analysis and Resolution
- Process Improvements
- Product Life Cycle Management
- Product Management
- Product Research
- Project Quality Control
- QA
- Quality and Productivity Improvement
- Technical help desk experience
- Strong analytical skills
- Strong collaborative skills
- Document management
- Excellent problem solving skills
- Strong Communication Skills
- Customer needs assessment
- Requirements Analysis
- Requirements Gathering

Technical Skills

Skills	Experience	Total Years	Last Used
--------	------------	-------------	-----------

Accomplishments

IT Training ^

- Successfully trained 25 employees to use new operating system.

Network Security ^

- Planned, installed, maintained and optimized documentation of all LAN/WAN/VPN network hardware and software, security systems and communication links.
- Managed all clients network LAN/WAN hardware including routers, switches, load balancers and wireless networking equipment.

Network Support ^

- Acted as first point of contact for all major technical issues, including power outages, system failures and disaster recovery.
- Oversaw infrastructure of three offices and acted as support for help-desk technicians and IT Department.

Work Experience

Finance Manager/ Operations Manager

July 2004 to Current Company Name 1/4 City , State

- Oversees all aspects of the organization's quality or business improvement efforts, such as developing and administering the program, training and coaching employees, and facilitating change throughout the organization.
- Responsible for establishing strategic plans, policies, and procedures at all levels so quality improvement efforts will meet or exceed internal and external customers' needs and expectations.
- Implemented a new sales-tracking POS system to replace a manual form writing process to increase efficiency. Provided employee training for POS system.
- Recruited, hired, trained, developed, and directed retail sales teams for two retail Wireless Nation dealer stores.
- Oversaw client relations, new account development, and customer service.
- Supervised administrative functions, inventory, cash flow, merchandising, and operations. Generated monthly and annual sales reports.

- Conducted ongoing staff development and personal growth planning for employees.
- Doubled annual sales by developing innovative and effective marketing programs. Created a team spirit within the stores that resulted in increased sales, long-term employees, and customer satisfaction.
- Achieved 150% of quota and grew number of customers by 200% within the first year as Sales Manager.
- Led sales calls with team members to establish sales and customer retention goals. Determined merchandise price schedules and discount rates. Monitored customer preferences to determine focus of sales efforts.
- Shared product knowledge with customers while making personal recommendations. Maintained friendly and professional customer interactions.
- Negotiated and closed contracts with Fortune 500 companies, including Sprint Wireless, T-mobile and AT&T.

Computer Information Systems Specialist II

September 1999 to July 2004 Company Name i¼ City , State

- Administered the installation, configuration and continued maintenance of network equipment including servers, storage devices, routers, hubs, switches, and printers.
- Troubleshoots and resolves network connectivity and network related hardware/software problems. Processed an average of 20-30 inbound and outbound technical support calls.
- Reviews new hardware and software specifications and recommends products for procurement.
- Install, configure, and optimize network communication hardware and client software. Referred difficult issues to upper management while maintaining positive rapport with customer.
- Create users, assigns privileges, and provides ongoing user support. Researched issues on various computer systems and databases to resolve complaints and answer inquiries.
- Respond to connectivity related help desk requests. Maintained composure and patience in face of difficult customer situations.
- Runs backup and recovery operations.
- Provides support and assistance to staff. Resolved customer complaints and concerns with strong verbal and negotiation skills. Displayed courtesy and strong interpersonal skills with all customer interactions.
- Completes archiving of network data and completes appropriate documentation.
- Collaborates with teachers and coordinators to assess and evaluate educational software to project future needs. Built and maintained successful relationships with service providers, dealers and consumers.

Education and Training

Master of Science : Information Systems , 2016 Bowie State University i¼ City , State

4.0 GPA

Bachelor of Science : Information Systems , 2001 University of Maryland, University College i¼ City , State

Coursework in Software Engineering and Hardware Systems

Coursework in Distributed Computing, Networks and Databases

Skills

administrative, backup, cash flow, coaching, hardware, client, client relations, customer satisfaction, customer service, documentation, help desk, hubs, inventory, marketing, merchandising, network, policies, POS, printers, procurement, quality, quality improvement, retail, retail sales, routers, sales, servers, staff development, strategic plans, switches, user support, employee training