

SUMMARY

Technology professional with over 10 years of experience in roles of increasing responsibility, 10 years of leadership experience, and exceeding results at multiple levels as a leader and individual contributor.

EDUCATION

Bachelors of Science Network and Communications Management

DeVry University

Graduated: February 2015

Graduated with Honors Magna cum Laude

Associates of Applied Science Network Systems Administration

DeVry University

Graduated: December 2013

Graduated With Honors

SKILLS & ABILITIES

Technical

- Thorough understanding of commercial and consumer network equipment. I have set up networks and resolved issues at consumer, corporate, and retail locations.
- Experience troubleshooting of equipment ranging from PC, Mac, consumer and small business grade networking, Home Theater audio and video, iPod and iPad devices, cameras and camcorders, as well as car audio and electrical equipment.
- Advanced knowledge of Microsoft Access, Excel, Visio, Word and PowerPoint.
- Have created and modified multiple Access Databases utilizing linked tables within IBM iSeries PkMS environment.

EXPERIENCE

Business Systems Specialist

January 2016 – Present

- Participate in meetings with users to determine project requirements and scope.
- Assist end users in resolving and identifying system issues by providing application support and technical expertise.
- Code, test, document and implement application enhancements and corrections with IBM iSeries PkMS environment.
- Configure ad-hoc system changes to support priorities impacting operations.
- Facilitate communications with technical resources as needed to support DC operations and translate function requirements into solutions.

Unified Communications Engineer (Job Shadowing)

February 2015 – May 2015

- Implement and support enterprise-wide Unified Communications technologies, systems and services.
- Utilize secure shell (SSH) to remotely monitor, test and configure equipment.
- Configure Access Lists (ACL's) to update firewall to security standards and provide end user's access as needed.
- Installed and supported Unified Communication equipment, administer user accounts and security, assuring data security and integrity, and assuring consistent up-time and performance.
- Configured and implemented new distribution facility's network hardware and Cisco switch IOS.

Operations Supervisor

September 2013 – December 2015

- Fiscal 2014: 91% employee satisfaction rate, which resulted in an increased employee satisfaction rate of 35% from fiscal 2013.
- Coach associates to maximize performance, and conduct bi-monthly performance reviews with associates
- Develop a culture with associates to drive employee satisfaction
- Identify inefficiencies with processes to reduce costs

- Utilized IBM iSeries PkMS environment and identify process improvements based on reporting
- Rolled out new “Flex” shift program by organizing a hiring event, hiring and training 45 temporary and seasonal associates of various roles such as merchandise processors, merchandise handlers, clericals, and group leaders. Department resulted in lower cost per unit, unit thru-put and increased capacity
- Created wave planning process to improve organization, resulting in decreased turn-time via increased research ability.
- Developed department leaders’ management and technical skillsets by training them on understanding reporting through Access databases or MS Excel.

Operations & Financial Analyst

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February 2014 – February 2015

- Project monthly expenses that impacted the brand’s P & L, and provided insight to key drivers
- Produce weekly business reporting articulating labor expense, productivity, labor need, and distribution center
- Daily use of Microsoft Access, Microsoft Excel, Microsoft Visio, SAP, Microstrategy, and Essbase.
- Data analysis utilizing SQL queries and relational databases
- Worked closely with brand and ██████████ cross-functional teams to understand and analyze product flow throughout the supply chain
- Created season distribution center budgets, leveraging cross-functional partnerships
- Refined existing planning models and developed new models to better predict operating and expense performance
- Work with Operations leadership on ad-hoc analysis

E-commerce Fulfillment Supervisor

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June 2012 - September 2013

- Communicated with multiple brand leaders to review and implement business practices through weekly brand conference calls, setting up for a 99.7% accuracy rate via direct to consumer business
- Managed variable costs, with net savings of 45% for spring 2013 season versus budget
- Created new SOP’s of fulfillment process to streamline customer experience
- Supported transition to new Mainstreet fulfillment system and trained 15 associates on SOP, ranging from temporary associates to brand leaders. New associates resulted in 0% turnover
- Led transition of DTC business to 3rd party logistic company; trained leadership and associates in department SOP’s in order to transition business to company that supported larger capacity.

Customer Solutions Manager

Best Buy

November 2004 – June 2012

- Led Geek Squad brand, supporting customers end to end with variety of technical needs ranging from network/computer support and repair, hardware/software upgrades as well as home theater and car audio support
- Supported clients in-store and in-home on network and computer installations and repairs.
- Created customer feedback process that resulted in a 93% client satisfaction rate, highest in ██████████ market
- Developed store leaders through growing talent through diverse internal and external talent pool, which in turn reduced turnover from 80% to 26% from 2007 to 2011 while increasing employee satisfaction from 55% in 2007 to 78% in 2011, top in ██████████ market
- Produced 10 future members of Geek Squad leadership
- 3 year district trainer to support new managers and supervisors
- Excel in listening, identifying, assisting, and solving consumer needs and problems, and can easily translate technical terminology to tangible explanations and presentations
- Fiscal 2011: increased NOP by 26%, finishing Top 10 in company of nearly 1,200 stores.
- ██████████ Market Sales/Service Management trainer.