

NAME

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INFORMATION TECHNOLOGY PROFESSIONAL

PeopleSoft Security Administrator, Business Applications Support Analyst

Versatile information technology professional with over 10 years experience in PeopleSoft security for a variety of industries. Proven security specialist with success managing global networks and handling security issues for systems with more than 3000 users. Demonstrated ability to learn and teach new concepts, easily adapt to change and manage multiple concurrent tasks. **Core competencies include:**

- ◆ Implementation
 - ◆ Application Development
 - ◆ Quality Assurance
 - ◆ Process & Procedure Documentation
 - ◆ Security Administration
 - ◆ Requirement Analysis
 - ◆ Training
 - ◆ Testing
 - ◆ Problem Resolution
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— PROFESSIONAL EXPERIENCE —

REHABILITATION SERVICES, INC., City, ST • 2008-Present

Regional substance abuse treatment center

Analyst (Contract)

Analyze treatment plans based upon medical diagnosis to coordinate and develop cost effective automated solutions with software provider, Methware. Documented and defined requirements for security permissions and roles. Created new security roles and permissions based upon industry and corporate best practices. Designed, documented and tested new security permissions or security change requests using Black Box and White Box scenarios. Processed company payroll using Peachtree Complete Accounting 2009.

Selected Achievements:

- Designed security procedures and policies to support Methware change management.
- Delivered \$18,000 in annual savings by implementing Methware patient inventory module.
- Authored step-by-step training materials in a user friendly approach.
- Reduced turnover 100% through proper application software training .

COMMUNITY COLLEGE, City, ST • 2000-2008

The fourth largest community college system in the United States

PeopleSoft Security Administrator/Business Analyst I

Analyzed the pre-existing security architecture and retro-fitted security for the upgraded applications. Synchronized security roles and permissions with Houston Community College's best practices. Coordinated security permission enhancements with end users. Communicated system security changes and processes to appropriate personnel. Resolved security and permissions issues with users diplomatically. Implemented and maintained PeopleSoft Finance System. Authored process and procedure documentation in a user-friendly manner. Developed quality assurance test scripts for all patches, modifications and upgrades to ensure permissions were still valid. Performed comparative analysis in conjunction with Senior Business Analyst.

Selected Achievements:

- Authored campus-wide training materials utilizing PeopleSoft User Productivity Kit (UPK).
- Conducted training classes and initiatives for the application development department.
- Ensured that end-users accessed the application with the appropriate permissions.

SEAFOOD RESTAURANT, City, State • 1999-2000

International operator and franchisor of fine dining restaurants

Network Administrator/System Support Engineer

Worked within a dynamic, fast paced environment supporting multiple sites worldwide. Installed and configured Netware servers, desktop computers, desktop components and network printers. Conducted support and maintenance through debugging and testing for the purpose of remediation. Assigned security permissions according to corporate best practice standards. Liaised with users to analyze and design security enhancements.

Selected Achievements:

- Facilitated support for 3000 worldwide users.
- Troubleshoot, diagnosed and corrected deficiencies with users TCP/IP connections.

— **EDUCATION** —

Bachelor of Science – Business Education

Southern University, City, State

Certified Novell Administrator, Netware 4.11

CTREC, City, State

Certified Business Teacher (Life Certificate)

State

— **TECHNICAL SKILLS** —

Languages: SQL, PeopleTools 1 & 2, Application Designer, Oracle Query

Operating Systems: Windows Vista, XP Professional, 2000, 98, 95 and 3.x; Novell Netware 4.11

Browsers: Mozilla, Firebox, Netscape, Internet Explorer

Software: PeopleSoft Enterprise Management System 8, Methware IV, Crystal Report Writing 9, Mercury Vignette, Magic Service Desk, MS Office Suite, Microsoft Visio, Microsoft Project, Outlook, PC Anywhere, Go To Assist, TCP/IP protocols