ROBERT SMITH

Associate Application Support Analyst

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More than 5 years experience as an applications analyst in the banking industry, performing an assessment of the business, information processes, and IT systems to determine potential areas of improvement, serving as a liaison between technical staff and vendors. B.S. in Computer Science.

2012 – PRESENT

ASSOCIATE APPLICATION SUPPORT ANALYST - BANCO POPULAR DE PUERTO RICO

- Experience identifying and satisfying clients and users needs through computer systems in the division; pension plans administration, Keogh plans, mutual funds, operations, custody of documents, personal trusts, and external users.
- Work with team members, at all levels, decision makers, and stakeholders to define business requirements and systems goals. To properly interpret and deliver to the technical specifications.
- Develop contingency plans and coordinate disaster recovery strategies and tests for the division applications, including mutual funds, pension plans, and document custody.
- Assure to stay up-to-date with systems versions and be aware of changes in any capability and feature of the computer system including new solutions for decomposable software.
- Maintained standards and programming guidelines by writing and updating technical policies and procedures.
- My job is to efficiently work with and train clients of multiple skill set and educate them on our company's software for their specific applications.
- Ensure application and integration test related reporting and communication are consistent and accurate.

2005 – 2006

CONSULTANT / PROGRAMMER - RR GROUP PSC

- Requirements gathering and analysis, getting accurate specifications for application and website projects.
- Design, development, test, debug, and deployment to support companys erp systems, web-based applications and custom interfaces with established specifications and business requirements to deliver business value.
- Website / web application design and development process control, taking care of customer's satisfaction.
- Review, analyze, and implement on-going customer requests (for new data elements to be brought into the existing model, for customizations or cross-walking of existing data elements)

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- Main developer for data warehouse and business intelligence system to design, development, testing, deployment and maintenance of reports and business analytics processes to solve complex problems that address critical business needs.
- Utilizing ssis for data validation, transformation, analysis. Utilizing ssrs and crystal reports for reports development. (oracle 11g, sql server 2012, vss, ssms, sharepoint, lbi). Utilizing attunity for cdc.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

EDUCATION

Bachelor Of Science in Computer Science - 2001 to 2004(Interamerican University Of Puerto Rico - San Juan, PR)

SKILLS

Visual Basic 6.0, C++, Visual Basic, VBA, PowerBuilder, Pocket Builder, And Visual Studio 2010 Software Proficient In MS Office Word, Power Point, Excel, Crystal Reports. Database: Familiar With Microsoft SQL Server, Microsoft Access, And Oracle10g. Platforms: Microsoft WindowsXP And Microsoft Windows 7