



# HARPER LEWIS

## Computer Operations Analyst

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### PROFESSIONAL SUMMARY

Dedicated Computer Operations Analyst with 5 years of experience ensuring optimal system functionality and incident resolution. Skilled in collaborating with diverse teams to enhance operational efficiency and streamline processes. Eager to apply technical expertise to drive innovation and support organizational objectives in a fast-paced IT environment.

### WORK EXPERIENCE

#### Computer Operations Analyst

Seaside Innovations

📅 Jun / 2022-Ongoing

📍 Santa Monica, CA

1. Contracted into the State of Michigan Family Independence Agency and Department of Information Technology.
2. Managed production batch scheduling to ensure timely and efficient processing.
3. Participated in system improvement initiatives to enhance operational workflows.
4. Served as a liaison between operations, configuration management, and client stakeholders.
5. Developed and updated computer command procedures for optimized system operations.
6. Oversaw data feeds for Input/Output files, ensuring data integrity and accuracy.
7. Directed operators on monitoring activities to maintain system performance and reliability.

#### Computer Operations Analyst

Silver Lake Enterprises

📅 Jun / 2020-Jun / 2022

📍 Seattle, WA

1. Monitored and troubleshooted mainframe operations, ensuring high availability and performance.
2. Conducted account activity reviews to detect fraudulent transactions and verify eligibility.
3. Coordinated production batch scheduling to optimize resource utilization and minimize downtime.
4. Engaged in system optimization activities to enhance processing capabilities.
5. Acted as a key communication link between operations, configuration management, and client management.

### EDUCATION

#### Bachelor of Science in Information Technology

University of Michigan

📅 Jun / 2018-Jun / 2020

📍 Santa Monica, CA

Focused on systems analysis, database management, and IT operations.

### SKILLS

#### Technical Support

#### Data Analysis

#### Problem Solving

#### Incident Management

#### System Monitoring

### INTERESTS

🔧 Woodworking

🔭 Star Gazing

★ Theatre

🏠 Architecture

### STRENGTHS

😊 Politeness

🚩 Determination

🚀 Ambition

✅ Dedication

### LANGUAGES



English



Polish



Japanese

### ACHIEVEMENTS

- ★ Implemented a new incident management process, reducing resolution time by 30%.
- ★ Streamlined batch scheduling, resulting in a 20% increase in processing efficiency.
- ★ Developed training materials for staff, improving operational knowledge across teams.