

# Records Analyst

# ROBERT SMITH

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## Objective

Detail-oriented Records Analyst with over four years of experience within the Department of Defense (DoD) as a Defense Health Agency (DHA) contractor improving efficiency and productivity. Technical Subject Matter Expert (SME) skilled in high-level agency-wide projects and initiatives such as implementing mandatory annual training. Fluent in both Spanish and English with excellent written and oral communications.

## Skills

Database, MS SQL Server, SQL, Access, Section 508, Technical Support, Technical Trainer, Content Creation, LMS

## Work Experience

### Records Analyst

**Chenega** - March 2016 - January 2018

- Monitored agency electronic records retention systems for compliance with all federal and agency records management laws and regulations.
- Maintained and provided application support of access databases and SQL queries, verified metadata loaded into tables within SQL server.
- Analyzed and troubleshoot system error and malfunctions within ms access.
- Spearheaded creating, standardizing, and launching interactive Web-Based (WBT), DoD-wide mandatory records management training using adobe captivate software and provided complete technical support single-handedly.
- Created storyboard to detail and aid in training support and GUI template.
- Developed, created, customized, tested, and launched a mandatory annual records and information training and records training for senior officials.
- Ensured Adobe captivates packages are SCORM-compliant within multiple LMS.

### RECORDS ANALYST

**Aecom** - January 2014 - March 2016

- Implemented records and information management policies and practices based on federal and agency mandates.
- Monitored current trends pertaining to EHRs, social media, and issues in records management and information technology industry.
- Provided retention and disposition recommendations, for automated electronic information system federal record data, to the National Archives and Records Administration (NARA).
- Validated external drives containing Explanation of Benefits (EOB) and claim records transfers ranging from 1-3 terabytes in size.
- Provided User Acceptance Testing (UAT) for the trip validator, search utility, and builder tools.
- Developed concept and requirements for the trip validator, search utility, and builder using the Software Development Life Cycle (SDLC) methods.
- Created test case documentation for user end testing to collaborate with IT team.

## Education

BACHELOR OF SCIENCE in BUSINESS ADMINISTRATION - 2013(University Of Colorado At Denver - Denver, CO )