NOAH WILLIAMS
Senior Systems Analyst

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📍 Los Angeles
🌐 www.qwikresume.com

SKILLS

Data Analysis With Python
7

Shell Scripting
10

Voice Over Ip Technologies
9

End-user Support And Troubleshooting
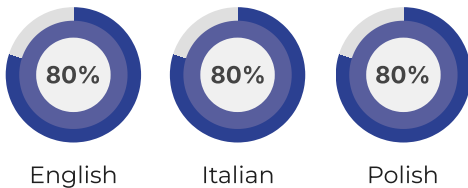10

System Configuration And Management
10

INTERESTS

🔧 DIY Projects   ✂ Crafting
⭕ Meditation   🏛 History

STRENGTHS

🍃 Humility   💡 Innovation
👁 Insightfulness   ☑ Integrity

LANGUAGES

80% English
80% Italian
80% Polish

ACHIEVEMENTS

⭐ Drove a 30% increase in system efficiency through process automation and streamlined workflows.

⭐ Led a cross-functional team to successfully implement a new ERP system, resulting in a 25% reduction in operational costs.

PROFESSIONAL SUMMARY

Accomplished Senior Systems Analyst with over a decade of experience in enhancing enterprise systems and driving technology alignment with business strategies. Proven expertise in requirements analysis, stakeholder engagement, and system optimization. Adept in Agile methodologies and committed to delivering solutions that address complex challenges and improve operational efficiency.

WORK EXPERIENCE

Senior Systems Analyst   📅 Apr / 2019-Ongoing
Maple Leaf Consulting   📍 Toronto, ON

1. Monitored and optimized application performance for both online and batch operations, ensuring system reliability.
2. Managed Service Level Agreement (SLA) compliance, tracking metrics daily to ensure timely resolution of issues.
3. Provided expert technical support for Unix, Oracle, and Sybase environments, enhancing application stability.
4. Executed and monitored batch jobs across Unix and Windows platforms, meeting service commitments.
5. Utilized WebSphere admin console and shell scripts to manage application services on HP Unix, AIX, and Solaris servers.
6. Identified and escalated critical issues, implementing strategic resolutions to mitigate recurring problems.
7. Conducted thorough problem analysis and resolution for application processing exceptions, ensuring minimal downtime.

Systems Analyst - Intern   📅 Apr / 2015-Apr / 2019
Cactus Creek Solutions   📍 Phoenix, AZ

1. Collaborated with clients to schedule and execute on-demand jobs, ensuring timely delivery of services.
2. Analyzed application performance post-changes, correlating modifications with service exceptions to resolve conflicts.
3. Participated in project review meetings, contributing insights to enhance deliverable quality.
4. Managed software installations and upgrades, maintaining system integrity and performance.
5. Provided end-user support for software applications, resolving issues through direct interaction and remote assistance.
6. Trained users on new software functionalities, improving overall system utilization.

EDUCATION

Bachelor of Science in Information Technology   📅 Apr / 2012 - Apr / 2015
University of Technology   📍 Phoenix, AZ

Focused on systems analysis, software development, and database management.