VEENA GANDOTRA

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OBJECTIVE:
To manage and support a team effort in state-of-the-art IT technology and resources that keep the Organization working efficiently and effectively in all internal and external business matters.

EXPERIENCE:
A well-recognized professional with a successful career in the management of IT and financial resources across large corporate and government entities. My technical skills encompass day-to-day operation, development, training, documentation, and deployment of existing and new IT projects. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS:
- Strong oral and written communication skills
- Excellent knowledge of Agile Frameworks
- Excellent coaching, and facilitating skills throughout the project cycle
- Proven problem-solving and analytical abilities
- Exceptional evaluation and judgment skills
- Proficiency with JIRA and (SAP) Business Objects - Enterprise Reporting
- Demonstrated abilities in developing websites
- Highly proficient with MS Office and Microsoft SQL Server Management Tool
- Successfully implemented CMS (court Management System) 3.0 project on April 4th, 2022
- Assisting over 3000 internal/external statewide customers with the CMS issues
- Committed to holding long-term employment - self-learner
- Excellent skills in onboarding as well as delivery of ongoing system training for the current employees. (Judges and Judicial Staff)
- Highly proficient in troubleshooting, analyzing, and solving the user's issue
- Basic Knowledge of BI and Tableau

TECHNICAL SKILLS:

Operating Systems:	Windows 10, Windows XP, Mainframe, and UNIX
Languages:	HTML, JavaScript, Visual Basic, FORTRAN, COBOL, PERL, and CGI, xml
Front End Tools:	Oracle, Business Objects, Crystal Reports, Macromedia CS4, Joomla, Word Press, Cold Fusion, Captivate, Brio Query, Essbase Reporting tool, Camtasia. Sound understanding: Oracle, DB2, and SQL Databases.
Applications:	Advance skills using MS Office (e.g., Microsoft Word, Microsoft PowerPoint, Microsoft Visio, Microsoft Access, etc.), Google Suite, Tableau, JIRA

SUMMARY OF PROFESSIONAL EXPERIENCES:

Seventeenth Judicial Circuit Court of Florida, Ft. Lauderdale, FL
Court Web Services Business Analyst (Sep 2005 – Jun 2023)
- Implemented a CMS (Court Management System), took a team of 7 to complete the project within 18 months.
- Translated high-level business requirements and functional specifications for IT developers, and transferred User stories and epics into the JIRA system.
- Assisted in testing each scenario to meet the definition of done.
- Developed training Manuals/videos for new systems and delivered the training to the entire Judicial Staff and the Attorneys in the entire state of Florida. Continuing to provide training on existing and future applications.
- Created onboarding documentation for new hires and delivered system training.
- Responsible to write business requirements for a prospective system or changes to existing systems, use charts and diagrams that indicate the various steps involved, and describe the system in ways that the client can understand.
- Analyzed and documented opportunities for enhancing business processes and automation.
- Developed & executed test processes, user acceptance, and system validation.
- Responsible to serve as a liaison between the Judiciary and IT staff to provide technical and business solutions that meet user needs.
- Supported and assisted with post-implementation issues to judicial staff and external clients statewide.
- Developed Case Management reports, and court Dockets to help expedite pending caseload.
- Responsible for the development and maintenance of E-forms for the E-filing project for the Probate

division.
- Helped in the Migration of the Legacy mainframe system to the Relational Database system.
- Responsible for redesigning and continuing maintenance of External and Internal websites.
- Assisted in reviewing system capabilities and making approved recommendations for enhancements and updates.
- Centralized the monthly UDR reports from different groups to be able to submit them in a timely manner and maintain the accuracy of reports for audit purposes.

Nortel Networks, INC., Sunrise, FL
Documentation Specialist (Mar 2005 – Sep 2005)
My job duties were to document desktop procedures for the Sr. Accountant/Financial/Control/Results Analyst of CALA (Caribbean and Latin America) Finance organization. The outcome of this project is to reduce the cycle time of preparing accounting reports by recommending the best practices of utilizing the financial systems available to the users. Developed, proofread, and modified the process documents by teaming up with subject matter experts so the new practices can be used by other divisions to reduce cost and cycle time.

MOTOROLA, INC., Plantation, FL
Business Analyst/Senior Tech Writer/Trainer (Feb 2004 – Mar 2005)
My job duties were to gather requirements, user processes, and business scenarios and generate documents to be utilized by the developers and business group for the implementation of new applications. Created end-user training documentation for 1200 users worldwide - Oracle ERP and CRM modules.
- Developed training courses using Captivate tool for the "**Customer Relationship Management"(CRM)**, Cost Management, GL, Inventory, item Master, Order Entry, Account Receivables, and Purchase Order modules of Oracle 11i application.
- Developed the Training Guidelines and Implementation Date for US and International Teams.
- Gathered requirements from non-technical business personnel and created documents. Received final "sign-off" from the business experts on "As Is" and "To Be" process documents for the team that included functional specifications, billing requirement documents, and test plans.
- Mentored less experienced staff of two; provided guidance in both business and technical matters.
- Successful completion of required training documentation for **Cost Management**, **GL**, **Inventory**, **Item Master**, **Order Entry**, **Accounts Receivables**, and **Purchase Order** modules of Oracle 11i application.
- Developed instructor-led and CBT (Computer Based Training) course material to be used by 600 employees (end users) worldwide.
- Worked with SME (Subject Matter Expert) to develop requirement documents and got signed off on procedural/instructional documents.
- Interviewed end users to incorporate the business practices in the training manuals while introducing the new oracle 11i system.
- Developed, proofread, and edited documentation, training materials, and specifications for Oracle 11i applications.
- Lead issue resolution pertaining to eLearning content development and delivery.
- Mentored less experienced staff of one; providing guidance in both business and technical matters.

MOTOROLA, INC., Plantation, FL
(Global manufacturer and distributor of wireless technology)
Business System Analyst/Web Developer (Aug 1998 - Aug 2002)
Key Contributor to Oracle 11i Documentation/Training Task Force charged with ensuring over 2000 employees in Financial and Operations received hands-on training on the new version of Oracle.
Conceptualized and planned the scope of the project while establishing both the timetable and targeted milestones for rollout. Selected as Point of Contact/Web Master for IT department and part of Web Development Team focusing on all aspects including requirements gathering, creation of design, as well as developing, testing, and implementing the system in accordance with Standard Operating Procedure (SOP)
- Created End Users Training Manuals using Tutor 11i software for: General Ledger Closing Process, Invoicing, Tax Management, Debit/Credit Memos, Revenue and COGS Accounting, Inter-Company, Customer Adjustments, Cash Applications, Collections, Item Costing, Bank Re-conciliation, and Cost Allocation.
- Participated in ongoing access audit of Oracle Data Owner System.
- Provided system support to, monitored interfaces for failed transactions and resolved errors before month-end Accounting Close.
- Simultaneously provided help desk support for Oracle 10.7
- Re-designed the current website. Added search engine and created VOB link them to the interface. Made Unix/Oracle access forms available online.
- Supported Oracle application/training during and after Oracle 10.7 implementation.

- Analyzed data between Mainframe system and Oracle 10.7 system
- Trained end users on Oracle System. Analyzed system to find $22M inventory shrinkage between the sector and perpetual general ledger for finance department after implementation.

MOTOROLA, INC., Plantation, FL
Budget Analyst/Financial Analyst   (Aug 1994 –Aug 1998)
Solely responsible for managing a $130M budget for the Americas region. Prepared and distributed monthly budget vs actual statements to the management community. Performed Budget Revisions as necessary to meet the needs of the business. Prepared plan budgets for the following year. Prepared and distributed monthly Headcount Reports.
Assisted in journal entries, account reconciliation/analysis, Outlook/Forecast/Plan reports, P&L summary reports as well as daily/weekly/monthly and quarterly sales reports for the financial planning group.

- Established "daily snapshot" of current orders used by senior management to forecast production schedules.
- Recognized by Site Manager for providing Cost per Unit (CPU) document saving hundreds of hours in calculating hours as well as providing real-time information used for strategic planning.
- Simultaneously performed dual roles of budget analyst while providing support to the financial planning group.

EDUCATION
Income Tax Certificate from H & R Block
B.S. Accounting, Nova Southeastern University
B.A. (Business Administration), Punjab University Chandigarh, India
CSM (Certified Scrum Master - valid through Jul 07, 2024)
Certification in Project Management for Courts
Professional Certification Trauma and Resilience: Level One and Level Two

VOLUNTEER WORK
- Certified Yoga Instructor
- Hindu Temple: Accountant

* References available upon request.