**PROFESSIONAL SUMMARY**

An RPA certified and methodical IVR & Application Support Analyst accomplished working with in-house applications as well as external vendors. Extensive experience in supporting and implementing IVR & applications using standard tools and frameworks. In-depth knowledge of IVR, business process optimization & automation, technical testing and back-end applications. Strong troubleshooting, analytical and communication skills.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| * IVR troubleshooting, monitoring, maintenance, and log analysis
* UiPath & Foxtrot Automation Development
* Genesys Cloud CX Architect Course Work
* Telecom team experience
* General IT Support & troubleshooting
* Enghouse application experience
* Excellent Customer Service
* Programming Languages: Java, C#
* Scripting and Markup Languages: HTML, CSS, JavaScript, PHP
* Cisco: Dashboards, Reports, and Audio file maintenance
* Foxtrot Specialist Certified
 | * Microsoft Endpoint Configuration Manager (MECM)
* Imaging Devices
* SQL
* DBxtra
* Administrate Content Management Systems
* Process Improvement Specialist
* Experience with: ASP.NET MVC, JOOMLA, MYSQL, SQL, Windows, Linux, Adobe suite, Microsoft Office, Bootstrap, jQuery, Entity framework, SharePoint, Amazon Polly, Microsoft Access
* Bilingual
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**EDUCATION**

B.S | Applied Information Technology - 2016

**George Mason University, Fairfax, VA**

* Majored in Web Development
* Minored in Business
* Member of GMU Investor Club

**CERTIFICATION**

* Foxtrot Robotic Automation Specialist
* Genesys Cloud CX training & certification – In Process

**PROFESSIONAL SUMMARY**

RPA Developer – ROBOTIC PROCESS Automation **06/2021 to Present**

**Convey Health Solutions | Fort Lauderdale, FL**

* Develop Telecom automated systems checks
* Analyze business process candidates for automation
* IVR specialized support for troubleshooting, monitoring, and some configuration
* Custom Reporting for specific business processes using UiPath
* Administrate companies' employee cell phone devices & service plans
* Currently being trained and completing course work for Genesys CX Architect
* Automate Redaction business processes for the company
* UiPath Studio and Orchestrator developer and administrator

CONTRACT IT sUPPORT **04/2021 to 05/2021**

**Rooms to Go | Seffner, FL**

* Imaging computers, laptops, tables and mobile devices
* Used MECM and some Active Directory
* Hardware Configuration and setups
* ServiceNow ticketing system

Business Process Specialist **03/2018 to 09/2019**

**CommonWealth One Federal Credit Union | Alexandria, VA**

* Analyzed and troubleshot software applications, system configurations, data, and workflows
* General site maintenance & update of Content Management System/Intranet
* Developed, modified, and maintained workflows & digital forms
* Communicated/coordinated with providers to report problems, fix errors, request enhancements, etc.
* SQL / MySQL Reporting: Developed, tested, automated, and maintained various reports, ad hoc queries, and data extracts
* Foxtrot Robotic Process Automation (RPA): Developed, tested, and maintained various applications for automating manual processes
* Maintained and developed automated messages that were placed on the phone systems using Sound Forge and Amazon Polly.
* Was in charge of modifying and replacing different pre-recorded messages for customers when they went through the automated phone systems.
* Develop and maintain Cisco phone system audio files, Cisco Reports & Dashboards
* Used Jira and other ticketing applications to maintain and update support tickets

AppLICATION Support Analyst **01/2008 to 01/2010**

**CR Software | Fairfax, VA**

* Application & Server-side support on Linux operating systems (command line)
* Supported IVR Dialer systems on the back end and worked directly with the dialer department to troubleshoot dialer system issues.
* Installed, configured, and provided ongoing configuration management for various custom applications
* Used Jira to track, maintain and update support tickets
* Collaborated with developers, analysts, and project managers to expedite incident resolutions
* Processed over 25 support requests weekly for technical assistance on wide range of issues related to custom applications and server issues
* Tested, Identified, and documented bug and programming modification requests for development teams
* Customer Training on vendor modules and custom applications
* After hours remote client support