Systems Analyst Sue

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Education:

B.S. Information Systems, University of Maryland Baltimore County (UMBC)   Expected Graduation: May 20xx
President's List, Dean's List   GPA: X.X
American University of Rome   Study Abroad: Summer 20xx

Skills:

Operating Systems: Microsoft Windows, MAC OS
Virtual/Cloud: Google Drive, OneDrive, Sharepoint
Database Management: MySQL, SQL, PL/SQL, MS Access, Oracle DBMS
Programming: JAVA, Visual Basic for Applications (VBA), HTML, PHP
Software: Microsoft Office Suite (Project, Excel, Outlook, Visio), Wix, JGrasp, Adobe Photoshop, Power BI, Planner 5D
Foreign Languages: Russian (Fluent), American Sign Language (ASL), Italian (Basic), Spanish (Basic)

Projects:

Project Manager, Kashmir Distributions Inventory System   January 20xx – May 20xx
- Elicited requirements via interviews, document analysis, and observations
- Created and modified use cases, data flow diagrams, and ER diagrams according to sponsor feedback

Database Design Project   September 20xx – December 20xx
- Designed an Oracle RDBMS based solution allowing users to run ad-hoc reports, query and update data using SQL

Visual Basic Programming Project   September 20xx – December 20xx
- Built an application utilizing Visual Basic as a GUI and Microsoft Access as a DB that permitted users to CRUD student's information

Entrepreneurship Business Plan Project   September 20xx – December 20xx
- Participated in a team based environment to develop a business plan presented in front of potential key investors

Work Experience:

Project Management Intern, *Scientific Systems and Software International, Baltimore, MD*   September 20xx - XX
- Improved efficiency in projects by implementing a multi-prong project plan template
- Scheduled and led a SDLC training session to enhance companies project operating structure
- Enforced company policies, systems and procedures to prepare for ISO 9001 and CMMI DEV audit

Business Analyst Intern, *Marriott International, Gaithersburg, MD*   May 20xx - August 20xx
- Assisted in onboarding multiple associates to the application as well as designed multi-media training documentation
- Constructed an architectural design based on requirements for a phone studio showroom to be built in the Marriott HQ
- Conducted a gap, user, cost and conclusion analysis based on vendor's proposals
- Facilitated meetings to review proposal modifications, references and to pick the appropriate vendor
- Established a report using a business intelligence tool to show which Skype for Business modalities were being incorporated
- Used Microsoft Access to build a database of associates onboarding to Skype for Business

Cofounder, Executive Coordinator, *Retriever Dance Marathon* at UMBC   October 20xx - XX
- Collaborated with cofounder to establish organization constitution, election process and executive committee
- Organized weekly meetings and raised $2,000 for pediatric cancer
- Managed 6 hour dance marathon with over 300 hundred student attendees
- Coordinated with 10 executive directors and partnered with key stakeholders to ensure all project deadlines were met

Information Technology Intern, *Marriott International,* Gaithersburg, MD   June 20xx - August 20xx
- Created an efficient process to communicate outstanding deliverables to be completed by department contractors
- Managed the testing phase of the SDLC as it pertains to the deployment of customer phasing tools within the ITSM suit
- Completed performance testing behaviors around corporate web browsers and BMC Remedy to ensure an optimal response time for end users

Extracurricular Activities:

- President, Vice President, Student Alumni Association   October 20xx - May 20xx
- Webmaster, Scheduler, Standards Board, Sorority, Phi Sigma Sigma   February 20xx- XX
- Member, Information Systems Club   September 20xx - XX