

paul domingo

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SUMMARY

Results driven and highly motivated business analyst with 11+ years of experience in various IT or IT-related roles. Worked in various industries, both private and public sectors, such as healthcare, publishing, higher education, public housing, and transportation. Strong project management and communication skills.

EDUCATION

B.S., Industrial, Manufacturing, and Information Engineering, 2003

Morgan State University, Baltimore, MD

SKILLS

Applications: Adobe Photoshop, Illustrator, Dreamweaver, Captivate, Flash; Macromedia Fireworks; Microsoft Office; SQL Server Management Studio; Visual Studio (SSIS and SSRS); Navicat Lite; pgAdmin III; TMWSuite Brokerage; TMW Operations; TMW CRM Right; knowledgeable in MercuryGate TMS and MercuryEdge; PDI Enterprise; PDI FocalPoint; PDI Store Assistant; NCR Radiant POS system; Laserfiche Enterprise Content Management System; Laserfiche Quick Fields

Programming Languages: ColdFusion, CSS, HTML, XML, SQL; knowledgeable in ActionScript, VBScript, JavaScript, jQuery

Management Systems: Serena Collage content management system; HealthStream learning management system; K Alliance LMS; Message Systems Message Central; HelpSTAR help desk; Zendesk help desk; Track-IT! help desk; Advantage customer relationship management system; OfficeTrax help desk

Other: Experienced in object-oriented analysis and design including, but not limited to, UML class diagrams, use cases and flowcharts; understanding of the Software Development Lifecycle; knowledge of Section 508 standards

EXPERIENCE

Royal Farms | 2015 – Present | Baltimore, MD | Data Analyst

- Create new and modify existing reports using SSMS and SSRS
 - Reports are then published into PDI's business intelligence portal, FocalPoint
- Administer user accounts in PDI Enterprise server
- Troubleshoot store IT related issues either remotely or on site.
 - POS system errors and failures
 - General network connectivity issues
 - General daily paperwork issues
- Troubleshoot corporate office IT related issues
 - General PDI Enterprise related issues
 - User account/email errors and other issues
 - Hardware setup and repair
 - Software setup and repair
- Co-administrator for Laserfiche CMS
 - Corrected invoice errors
 - Corrected workflow errors
 - Created and modified vendor templates in Quick Fields (QF)
 - QF is the OCR engine of Laserfiche
- Acted as a liaison between users and the 3 IT project managers
- Mentored new hire for IT Help Desk.

Cowan Systems, LLC | 2014 – 2015 | Baltimore, MD | Logistics Business Analyst

- Analyze and improve on the logistics billing team's processes by performing actual duties
- Business analysis, process improvement, application support for the brokerage division
 - Address, manage, and handle all division related, day-to-day help desk tickets and requests
 - Use SSRS for report creation/modification requests
 - Project manager for all technical projects
 - Main point of contact for a multitude of third party vendors currently used by the division
 - Assist and advise terminal and senior management in multiple capacities
- Projects managed/managing
 - Automated workflow management for carrier onboarding and requalification, carrier rate confirmation management, and automated document indexing and imaging
 - External TMS data reporting
 - TMW Operations implementation

Agora, Inc. | 2012 – 2014 | Baltimore, MD | Technical Applications Specialist, Tier 2

- Monitor help desk tickets escalated by the Tier 1 team
- Write SQL queries for target based mailings
- Create and schedule ColdFusion tasks
 - Examples:
 - Daily task to email and archive files from third party vendor
 - Hourly tasks checking statuses of certain tables in different DBs
 - Daily task of querying an MS SQL DB and inserting the results into a MySQL DB
- Troubleshoot HTML and CSS problems that affiliates have in OPIUM or Message Central
- Troubleshoot customer inquiries/problems through Advantage CRM

University of Maryland Medical System | 2012 | Baltimore, MD | Web Editor

- Maintained current intranet site using HTML, and CSS within the Serena Collage CMS
- Edited and published Qarbon Viewlet pages
- Edited and published Adobe Captivate pages
- HealthStream
 - Managed administrators and students
 - Managed courses and assignments
 - Authored, published and republished courses and assignments
- K Alliance
 - Managed administrator and student accounts

Prometric | 2006 – 2012 | Baltimore, MD | Technical Designer**Requirements Gathering and Analysis:**

- Conducted client facing meetings to gather and analyze requirements based on client needs and preferences, whether on proof-of-concepts or actual exam builds
- Conducted meetings with client services managers (CSMs) and/or the test design (TD) team to analyze the requirements and parameters set forth by the client in preliminary Test Parameter Documents (TPD) for final approval
 - TPD – a technical specifications document that the owner of the exam, the operations managers, and the CSMs develop detailing the end product requirements and parameters
- Conducted meetings with software development team to add new features or fix bugs in proprietary software/driver
 - Documented and translated client preferences and requirements to more technical specifications that can be used by the dev team

Test Production:

- Created computer based testing solutions that meet client specifications and convert client provided source files into web-friendly formats for use on proprietary production systems using HTML, XML, CSS, JavaScript, and VBScript
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- Developed proof-of-concept products and perform detailed quality control testing and reporting on functionality
- Resolved software, operational problems, program design flaws, and technical issues
- Performed thorough quality control testing on products and report typographical errors, formatting errors, inconsistencies and other quality problems
- Created technical documentation utilizing Microsoft Word/PowerPoint/Excel
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 - Designer facing documentation to facilitate and keep records of all processes in regards to general and specific client needs

Quality Control:

- Used the TPD to QC the exam
- Launched exam to verify all parameters were followed
- Checked in the results and the TPD into version control software (PVCS), HP Quality Center, and MAGIC (Software Integration and Management System)

FASCAN International, Inc. | 2006 – 2008 | Baltimore, MD | Outside Web Consultant

- Created and designed FASCAN advertisement in Concrete Products publication (July 2006)
- Designed and developed the FASCAN website
 - Conducted JAD sessions with the CEO and GM of the company to determine requirements of the website
 - Used ColdFusion along with an Access database to manage and maintain content pages and also a password protected section of the website
- Designed and developed the Java application “Calculate Intermediate Crane Radius and Capacity”
 - Conducted JAD sessions with the training specialist to analyze the requirements of the application
 - Used object-oriented techniques to determine and analyze the problem of the project
 - Created use cases and use case diagrams, flowcharts, and UML diagrams to model and conceptualize the basic design, logic and functions of the application
 - Used NetBeans to create the logic and the UI of the application

Morgan State University | 2004 – 2006 | Baltimore, MD | Research Assistant/Web Developer

- Lead researcher and lead designer and developer of the Research Poster Information System project in conjunction with the National Science Foundation/Johns Hopkins University Engineering Research Center (ERC)
 - Conducted JAD sessions with ERC program and project managers to analyze the requirements of the project
 - Used object-oriented techniques to determine and analyze the problem of the project
 - Created use cases and use case diagrams, flowcharts, and UML diagrams to model and conceptualize the design and functionalities of the application
 - Used ColdFusion to develop an HTML mock-up of the designed Java application to present the UI and functionalities of the application
- Lead researcher at the School of Engineering evaluation team of the Healthy Hearts in Public Housing (HHPH) program for the Baltimore City Cardiovascular Health Partnership
- Co-designed, developed and implemented the HHPH project model, website, and database.
 - Conducted JAD sessions with Baltimore Housing and MSU Public Health Program project managers to analyze the requirements of the project

- Used object-oriented techniques to determine and analyze the problem of the project
- Created use cases and use case diagrams, flowcharts, and UML diagrams to model and conceptualize how to efficiently store and display the data collected
- Used ColdFusion with Access to manage, maintain, and display assorted database reports of the collected data in a simple to read and use format on the website
- Supervisor of a computer lab with 20 Microsoft Windows XP based workstations and 3 Microsoft Windows Server 2003 based servers.

REFERENCES

Furnished upon request.

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