

INFORMATION SYSTEMS ANALYST RESUME

Job Objective:

Seeking the position of Information Systems Analyst in an esteemed organization.

Highlights of Qualifications:

- Extensive knowledge of client and server application delivery, support issues and processes
- Excellent analytical and critical thinking skills
- In-depth knowledge of application design, server, desktop hardware, software and operations
- Sound knowledge of Structured Query Language (SQL)
- Profound knowledge in interpreting technical diagrams and procedures
- Excellent communication and writing skills

Professional Experience:

Information Systems Analyst
Force 3, Inc., Chicago, IL
August 2005 – Present

- Analyzed and determined customer support issues and coordinated internal resources and vendor to provide resolution.
- Installed new releases of supported software and maintained currency with supporting documents.
- Designed and developed support applications.
- Created, documented, coded, tested, debugged and maintained program coding to ensure proper functioning of applications and systems.
- Participated in all phases of purchase, implementation, training, and operation.
- Researched, tested, analyzed and repaired complex software issues.

Information Systems Analyst
Deloitte, Chicago, IL
May 2000 – July 2005

- Monitored and coordinated server and workstation maintenance and updates.
- Supported the implementation and operation of computer network interfaces, wireless network equipment, and overall network topology.
- Supported effectively the design, development, and testing of the disaster recovery and business continuity plans.
- Performed and conducted routine work-flow analysis in the departments to determine best practices for implementation and change.
- Supported and performed departmental application development.
- Coordinated application enhancements to existing computer systems.

Education:

Bachelors Degree in Management Information Systems
Georgia State University, Atlanta, GA

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