
Root Cause Analyst Resume

Job Objective

Root Cause Analyst position where I can effectively utilize my skills and expertise.

Highlights of Qualifications:

- Sound knowledge of subsurface rod pump lift systems
 - Excellent written and oral communication skills
 - Profound knowledge of Root Cause Analysis and Problem Management
 - Excellent analytical and critical thinking skills
 - Familiar with ISP, telecoms and wireless environment
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Professional Experience:

Root Cause Analyst
Bank of America Corp., Chicago, IL
August 2005 – Present

- Investigated problems through to resolution.
- Interacted effectively with teams from various disciplines to find the resolution of problems.
- Generated in-depth Root Cause Analysis reports in relation to critical network events.
- Maintained tasks related to problem tickets.
- Maintained process documentation and templates associated with the role.

Root Cause Analyst
AMERIGROUP Corporation, Chicago, IL
May 2000 – July 2005

- Implemented and executed training plans, working through each departmental manager.
 - Analyzed and determined business requirements and objectives towards determining the optimal configuration of the requirements.
 - Recommended and suggested improvements to existing procedures.
 - Performed and conducted complex data modeling and database design with minimal oversight.
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Education:

Bachelor degrees in Computer Sciences
University of Chicago, Chicago, IL

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