SAAS IMPLEMENTATION SPECIALIST RESUME

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Career Goal:

Dynamic and multi-skilled SaaS Implementation Specialist seeking to exploit my deftness in ITSM, HP Service Anywhere and Remedy technologies

Technical Skills:

Expertise in web technologies:

- XML
- JavaScript
- Web Services

Specialist in SaaS applications:

- CRM
- SRM
- E-Commerce

Dexterity in Apex payroll processes:

- Employer on demand
- Employer on go

Quick and excellent in MS Office products:

- MS Excel
- MS Word

Functional knowledge of Paychex applications:

- Preview
- Time and Attendance
- HRO

Good knowledge of email applications:

- Lotus Notes
- Outlook Express

Strong implementation skills:

- Create solution architecture and resolve customer requests
- Implement ITSM tools and configure workflows

Immense abilities to:

- Document business process and manage matrix resources
- Analyze technical issues and maintain client interactions

Relevant Experience:

SaaS Implementation Specialist
Certica Solutions, Inc.
January 2012 – Present
Los Angeles, CA

- Analyzed business problems and reviewed business processes.
- Prepared functional specifications and formulated design specifications.
- Evaluated system applications and managed change requests.
- Designed test scripts and created test scenarios.
- Documented analytical workflows and results from clients.
- Provided functional requirements for interfaces and GUI apps.
- Developed user interface designs and documented use cases.
- Conducted business surveys and participated in task analysis.

SaaS Implementation Specialist

Advanced Technology Group Inc
November 2010 – January 2012
Missoula, MT

- Formulated product requirements for scalable implementations.
- Prepared program plans and provided delivery of client implementations.
- Created user experiences and coordinated project resources.
- Maintained Service Grid platform and SaaS environments.
- Participated in data integration and web workflows using XML.
- Generated project status reports for all stakeholders.
- Assisted in data management for client based configurations.
- Provided assistance in requirements analysis and business trend tracking.

Educational Background:

Master's Degree in Computer Science
Las Vegas College
August 2008 – May 2010
Las Vegas, NV

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