ELVIS PRESLEY

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INFORMATION TECHNOLOGY PROFESSIONAL ▪ BUSINESS INTELLIGENCE SPECIALIST

PROFESSIONAL PROFILE

IT Professional with more than 15 years of experience developing custom data sets, generating comprehensive reports, and building data collection models while emphasizing process improvement and optimization. Well-versed in communicating with both technicians and end users along with providing helpdesk support as needed.

TECHNICAL PROFICIENCIES

- **Custom Data Report Development**
- **Creating Custom Applications**
- **Data Integration Optimization**
- **Building Data Models**
- **Scheduling Synchronization**
- **Helpdesk Technical Support**
- **Database Administration (Access)**
- **Microsoft Excel Expertise**
- **SQL/SQL Query Analyzer**
- **Iron Speed Designer**
- **Crystal Reports/Excelcius**
- **Systems Development/Testing**
- **Recognized for Exemplary Service**

EDUCATION

STEPHENS INSTITUTE OF TECHNOLOGY
B.E. – Materials & Metallurgy

MICROSTRATEGY
Certified Project Designer

RISING TIDE CAPITAL
Community Business Academy

EARLIER EMPLOYMENT

CHEMICAL BANK NEW JERSEY, N.A.
Assistant to Senior VP - Credit

CONSOLIDATED EDISON COMPANY
Engineering Aide

SUPPLEMENTAL SELF-EMPLOYMENT
Classical Piano Instructor

PROFESSIONAL EXPERIENCE

SUGAR FOODS CORPORATION — NEW YORK, NY
IT Administrator – Reporting — 1998 – Present

Coordinate team efforts of complex data collection, administration, and reporting for the IT department of a global food products manufacturer.

- **Design and build comprehensive reporting models** with the mission of tracking and documenting inventory, output, and supply-chain metrics.
- **Develop new, efficient processes** for daily operations – communicating with engineers, production operators, and end users to synchronize data.
- **Serve as single resource for executive management –** directly resolving issues or deploying resources to prioritize and address technical issues.
- **Personally developed application** that utilizes tool to auto-code .aspx pages – streamlining and customizing website navigation and utilization.
- **Created and administered R&D data models** which employ logic rules to automatically populate most historically advantageous times to procure commodities, reducing production costs and optimizing workflow.
- **Wrote and implemented application to automate** nationwide rebate program, tracking cost centers, generating reports, and printing checks.
- **Integrated replacement reports** as part of data migration from legacy platform to new system, effectively reducing overtime labor by 100%.
- **Authored and maintained technical/procedural documents** for deployment by accounting, logistics, and vendor order interface systems.

HIS HELPDESK SERVICES — NEW YORK, NY
Helpdesk Consultant — 1997 – 1998

Deliver end user technical support across a wide range of PC applications.

- **Provided efficient, courteous helpdesk services** via phone and remote connection to application users across the United States.
- **Used proprietary systems** to document, track, and resolve complaints.
- **Recognized as Top Consultant**, generating routine repeat client requests.

CALC/CANTERBURY, INC. — NEW YORK, NY
Lead Facility Administrator — 1994 – 1997

Managed classrooms and resources within a professional learning center.

- **Supervised and conducted routine and critical maintenance** of facilities and technology equipment for 80 workstations across eight classrooms.
- **Programmed and loaded applications** into interface for use in training.
- **Trained and supervised facility support staff**, leading by example.