

EXPERIENCE

SENIOR PRODUCTION SUPPORT ANALYST

Chicago, IL

09/2014 – present

- Coordinate and manage Problem/Change management and all other activities between internal and external in support of ITIL Service Management framework
- Coordinate and manage Problem/Change management and all other activities between internal and external in support of ITIL Service Management framework
- Work with providers of software and hardware products as well as consulting vendor service providers
- Adhere to Rogers SDLC, IT Service Management, Change Management and Release Management
- Perform network / system troubleshooting and transaction research to analyze and resolve endpoint problems in both the test and production environment
- Act self-directed, performing day to day tasks and providing administrative application support
- Manage a team of associates, contractors, vendors and consultants. Provide thought leadership in growing the platform

APPLICATION PRODUCTION SUPPORT ANALYST

Detroit, MI

02/2010 – 04/2014

- Work with providers of software and hardware products as well as consulting vendor service providers
- Assist in triage of application Incidents. Provide timely updates and feedback to incident originator. Manage inquiry/incident through life cycle of issue
- Develop and report metrics associated with system performance
- Build a working knowledge of the systems and business area in order to provide a high level of support
- Work with development team and vendors to implement fixes and software upgrades to the application platforms
- Create, develop, and track solutions to application errors reported
- Incident, Error and Business Management

PRODUCTION SUPPORT ANALYST

Philadelphia, PA

01/2006 – 11/2009

- Perform applications integration performance and load test, work closely with development team to improve the application performance
- Sound knowledge of ITIL framework - Incident Management, Change Management and problem management
- Basic knowledge of ITIL framework - Incident Management, Change Management and problem management
- To work as strong team player in Incident management, user communication, release management, crisis management
- Assists manager in resolving high level conflicts or program issues by making decisions or negotiating with affected senior management
- Provides technical assistance to programming staff in the analysis of application software aborts and performance issues
- Implementing code once it has been developed by partnering with the team developers (However, this is not a developer position)

EDUCATION

UNIVERSITY OF CALIFORNIA, SANTA BARBARA

Bachelor's Degree in Computer Science

SKILLS

- Self-motivating individual who is detail-oriented, has strong organizational skills, and the ability to work independently and within a team under deadlines
- Ability to learn and gain proficiency quickly with other software and internal databases
- Good hands on knowledge of Business Objects
- Good knowledge of MS Excel and Access
- Ability to analyze qualitative and quantitative information and translate into strategic deliverables
- Strong work ethic, intellectual curiosity, good judgment, mature and positive attitude
- Good knowledge of application development in a multi-tier environment
- Ability to build strong relationships with business partners and ensure financial systems support day to day processes in an efficient manner
- Strong drive to learn new systems and data models quickly
- Excellent written and verbal communication skills; ability to collaborate with functional team and business users

Java Production Support Interview Questions And Answers

Julia Schneider



Java Production Support Interview Questions And Answers:

This book delves into Java Production Support Interview Questions And Answers. Java Production Support Interview Questions And Answers is an essential topic that needs to be grasped by everyone, ranging from students and scholars to the general public. This book will furnish comprehensive and in-depth insights into Java Production Support Interview Questions And Answers, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:
 - Chapter 1: Introduction to Java Production Support Interview Questions And Answers
 - Chapter 2: Essential Elements of Java Production Support Interview Questions And Answers
 - Chapter 3: Java Production Support Interview Questions And Answers in Everyday Life
 - Chapter 4: Java Production Support Interview Questions And Answers in Specific Contexts
 - Chapter 5: Conclusion
 2. In chapter 1, this book will provide an overview of Java Production Support Interview Questions And Answers. This chapter will explore what Java Production Support Interview Questions And Answers is, why Java Production Support Interview Questions And Answers is vital, and how to effectively learn about Java Production Support Interview Questions And Answers.
 3. In chapter 2, the author will delve into the foundational concepts of Java Production Support Interview Questions And Answers. This chapter will elucidate the essential principles that must be understood to grasp Java Production Support Interview Questions And Answers in its entirety.
 4. In chapter 3, this book will examine the practical applications of Java Production Support Interview Questions And Answers in daily life. This chapter will showcase real-world examples of how Java Production Support Interview Questions And Answers can be effectively utilized in everyday scenarios.
 5. In chapter 4, the author will scrutinize the relevance of Java Production Support Interview Questions And Answers in specific contexts. This chapter will explore how Java Production Support Interview Questions And Answers is applied in specialized fields, such as education, business, and technology.
 6. In chapter 5, this book will draw a conclusion about Java Production Support Interview Questions And Answers. The final chapter will summarize the key points that have been discussed throughout the book.
- This book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of Java Production Support Interview Questions And Answers.

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