

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

Didier Musso



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