

Melissa Lewerke

IT Analyst II - Technical Scope

Frederick, CO 80504

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Willing to relocate: Anywhere

Work Experience

IT Analyst II

Technical Scope - Boulder, CO

January 2018 to Present

Windows, Mac, JIRA/Confluence, Veeva Vault, MS Office, Visio, ISO 27001, Arena, Aha!, YouEarnedIt, D365, Agiloft

Decommissioned eRoom and R drive for company. Created documentation for on-boarding new hires for IT presentation. Updated documentation and processes within IT department. Helped to implement Arena application. Atlassian admin work for software updates. Helping to implement Microsoft Teams and Agiloft applications. Working with Information Security team to get us HIPAA compliant by 9/1/19.

Key Contributions:

- Conducts analysis of IT systems, recommends solutions, coordinates and implements solutions
- Plans and oversees projects (upgrades, hardware/software installations)
- Provides ongoing technical training to internal staff
- Accesses IT policies and SOPs to determine what revisions are warranted
- Project Management Certificate to completed by 12/2019

Business Systems Analyst

Broe Group - Denver, CO

August 2015 to August 2017

Technical Scope: Windows, MS Office, NetSuite, Ultimate Software, Leankit, Isupport, Webex, Vizio, IBM Cognos, Sharepoint

Responsibility for helping to implement both NetSuite and Ultimate Software for the BROE Group.

Do weekly/monthly audits on employee information to make sure that it is accurate between the two software applications. Complete tickets automated from the IT Helpdesk to fix issues within the software applications. Monitored all BROE websites to make sure that they are functioning properly and addressing a resolution when necessary. Created workflows for the Hire to Retire group with Visio. Created ad-hoc reports depending on what HR needed.

Key Contributions:

- Team player where necessary to help the software applications go live

- Created documentation for desktop procedures
- HR certificate completed through Ultimate Software
- Maintained accurate Employee information and worked on improving current processes
- NetSuite Certificate: NetSuite Administrator Fundamentals

Business Analyst

Synergy Consulting services - Denver, CO

November 2014 to March 2015

Technical Scope: Windows, MS Office, Telecom Provisioning systems

Responsibility for performing detailed customer audits to determine if a customer within contractual terms is valid for Early Term fees; along with tracking to a resolution. Isolated and researched all services, looked at contracts, and ensured accurate billing. Responsible for working early termination cases that came in according to volume and managing from start to finish for all outstanding issues. Took ownership and accountability for any billing disputes related to assessments and responding accordingly.

Key Contributions:

- Research services, related orders, MSAs and any amendments to provide an Early Term Liability Estimate and extract data from contract management, provisioning and billing systems for analysis.
- Audit and evaluate customer's invoices, contracts, and orders to ensure revenue (ETL) is billed appropriately and adequate margin is obtained. Accurately interpret standard and non-standard contracts. Implement new audits and metrics as the business changes.
- Coordinate with Margin Assurance, Carrier Relations and Commercial Services Groups as needed to assess/validate third party liability. Proactively work with Sales, Account and Disconnect teams and customers to ensure accuracy of ETL.

Data Coordinator

Wiland Direct - Longmont, CO

September 2012 to September 2014

Technical Scope: Windows, UNIX, MS Office

Drive accurate data retrieval, conversion, transmission, and loading to data center to support clients' digital marketing and eCommerce solutions. Extract files from internal / external FTP sites, confirm receipt with members and management, assign files to directories according to naming conventions, convert data to preferred formats, and conduct checks to ensure data integrity and completeness. Train team members and customers in data processing and report generation functions.

Key Contributions:

- * Complied with established procedures and quality control processes to deliver highly accurate, efficient, and consistent processing of inbound / outbound files.
- * Researched and resolved errors quickly to minimize processing delays; communicated issues clearly to members and management, and updated documentation to reflect changes and simplify loading activity.
- * Organized and compiled all documentation into single reference manual, providing team with valuable tool for administering daily functions.

Education

Project Management Certificate

CSU Global - Greenwood Village, CO

April 2019 to Present

MBA in Technology Management

University of Phoenix - Thornton, CO

2004

Bachelor of Arts in MIS in MIS / Marketing

Chadron State College - Chadron, NE

2000

Skills

- Database analysis
- Database
- Sql
- Technical support
- Data warehousing
- Documentation
- Technical documentation
- Account management
- Business intelligence
- Root cause analysis
- Qa
- Quality assurance

Additional Information

Areas of Expertise:

- Business Intelligence
- Report Development
- Data Warehousing
- Account Management

- SQL / Database Analysis
- Process Automation
- Requirements Elicitation
- Technical Documentation

- System Implementation
- Quality Assurance (QA)
- Root Cause Analysis
- Technical Support

Technical Proficiencies