


# CHRISTINE DEPUTY

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Business Analyst | Systems Analyst | eLearning Analyst



## PROFILE

George Bernard Shaw once said, “Life isn’t about finding yourself. Life is about creating yourself.” I believe life is a combination of finding, designing, and redesigning ourselves. I have chosen a career path that promotes a lifecycle of discovery processes to further my knowledge and skills in technology. I am an experienced network engineer with an insatiable thirst for continual study. I believe that I must continue designing and creating myself through multifaceted active participation with an iterative fashion to be an effective and useful social contributor.

- Analyzed small and enterprise business systems for the consistent ability to perform functions and train colleagues on integrated systems as a part of multiple project initiatives with successful and natural instincts.
- Consistently pursued conquering milestone obstacles to meet and/or exceed project expectations with around a 90% success rate.
- Persisted with the belief that failure is not an option while learning that failing fast is the opportunity to adapt and adjust with valuable lessons learned that may extend progress towards the goal.
- Pursued multiple approaches to initiative challenges by analyzing systems and engaging resources for a joint effort to succeed by educating myself with analyzing their processes and needs.



## EDUCATION

### Database Administration | Pierce College, Puyallup

2013 – 2016

- Cultivated information gathering through unobtrusive methods with competence.
- Evaluated and documented the scope of projects.
- Generated requirements documentation using existing documents.
- Assessed organization needs and use case scenarios, modified and created diagrams. (e.g. PERT, onion, entity relationships)
- Studied Agile modeling and prototyping tools like NinjaMock and Visio.
- Created and examined dataflow diagrams.
- Developed process specifications and structured decisions.
- Expanded my Systems Analysis professional experience with efficacy.



## CAREER ACCOMPLISHMENTS

### Information Technology Specialist | State of Washington Department of Enterprise Services

My contribution to the Department of Enterprise Services was a pinnacle opportunity of the educational journey augmented my career’s anecdotal observations. Performed as a central contributor to push the project through to around a 90% completion. This milestone occasion

began as an internship contract that transitioned into a contract extension where I could apply what I learned by:

- Utilizing learned concepts of Tuckman's stages of forming-storming-norming-performing group development as an active conversation tool to capitalize on individual strengths while encouraging identified moments to rise above weaknesses.
- Interpreting stakeholder needs for Project Management goal alignment.
- Coaching fellow colleagues using learned concepts, theories, methods, and tools to analyze how we can meet stakeholder requirements.
- Learning the EFI DirectSmile Digital Storefront product to design and build the end-products required by the customers and knowledge-sharing with colleagues.
- Applying my HTML5, CSS and JavaScript lessons for web interface product deployment for customer experience.
- Learned and applied Adobe InDesign for product development.
- Analyzing the usability study results to improve our original interpretations of what the customer needed.
- Implementing interim necessary applications to help streamline functional-group communication processes using:
  1. SharePoint enhancements for point-and-click features
  2. Airtable
  3. Trello
  4. Podio

### **Associate Project Manager | Westower Communications**

- Researched and analyzed the large telecommunication client business systems to verify that the wireless communication equipment met the best practice standards power redundancy needs.
- Coordinated field engineers to implement and integrate equipment power upgrades to satisfy the client's scope of work.

### **Internal Project Management/Installation Tech | WirelessWerks**

It was a landmark adventure with WirelessWerks to experience the practical application of orchestrating, organizing, configuring and integrating wireless communication equipment during upgrades, installations, and the decommissioning of Global System for Mobile (GSM) and Universal Mobile Telecommunications System (UMTS) network nodes through command line interfaces (CLI) and graphical user interfaces (GUI) using various TL1 commands. Additionally, I used various propriety mobile vendor programming languages to achieve the project goals. I transitioned into being responsible for coordinating team deployment while offering interim collaboration solutions using Google Apps and cloud solutions to solve project challenges as the organization analyzed total cost of ownership for a permanent collaboration and workforce management tool for Verizon Wireless project implementation and equipment integration.

### **Network Engineer | AT&T Mobility**

AT&T was an apex career experience where I learned how to monitor, regulate, calibrate, and analyze network node trouble in the Wireless Network Control Center for national Nortel wireless mobile switches. I was responsible for analyzing systems, processes and coordinating with team members to streamline network outage initiatives, and assisted outage management teams with critical information to help facilitate effective time to repair. I moved to a higher-level functioning group to assist with advanced network operation goals. This contributed to their need to overhaul Operations process and procedures in trouble resolution.



## SKILLS

As a relentless student that is hungry for learning new things, I have a knack for taking existing platforms and applications and using code to integrate them to help unify cross functional group information exchange.

- MTA SQL Database Fundamentals certified.
- Adept with Microsoft Office products.
- SharePoint experienced.
- SQL Server Management Studio (SSMS), Reporting Services (SSRS), Analysis Services (SSAS) familiar.
- Familiar with Microsoft Visual Studio for Business Intelligence Analysis Services, Integration Services, Reporting Services, C# and Object-Oriented programming.
- Experienced with SQL stored procedures, user defined functions, database management systems, backup and recovery.
- Process and procedure attentive.
- Federal and organizational interdependent group conscious.
- Independent, inquisitive, yet organization oriented. Disaster recovery and redundancy conscious.
- Zealous about documented lessons learned.
- 15 years in the telecommunication industry forming business analysis, systems analysis and creating training documents for knowledge sharing.
- Designed, analyzed system needs and implemented several Google Apps for business solutions.
- Federal and organizational interdependent group conscious.