

Montel Thomas

Hephzibah, GA

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Experience / Projects

**IT Operations Analyst/Business Analyst/
Project Manager** FDM Group 03/2022 – 09/2022

Delivered first level technical support to accounts and systems required for the day-to-day operation by applying all operational processes and procedures to different IT services and infrastructure to meet their operational goals.

- Ensured accurate and detailed problem documentation/ticketing.
- Provided timely escalation follow-up with support groups and colleagues.
- Identified and escalate wide-impact or potential wide-impacting outages.
- Identified trends and opportunities for improvement as well as provided ongoing feedback.
- Responded to a variety of inbound colleagues' calls/emails.

Security Officer Allied Universal Services 11/2019 – 03/2022

Ensured the safety of those entering and exiting the premises, while becoming familiar with different safety procedures and practices.

- Maintained daily logs of irregularities such as equipment or property damages, theft, terminations, and presence of an unauthorized person
- Operated surveillance cameras to monitor interior and exterior public areas as well as entrances.
- Interacted with guests and workers, helped resolve disputes and investigate disturbances until authorities arrives
- Kept an open line of communication with my co-workers and my supervisors

Quality Control Inspector Jibe Staffing 07/2019 – 10/2019

Performed numerous inspections on the receiving and shipping process, to ensure the completion and safety of the product.

- Soldering operations on assemblies and subassemblies to ensure the highest quality products ships to customers and manufacturers.
- Consistently met productivity and quality standards while maintaining a great attendance record
- Performed visual inspections on a wide variety of glass and cans to prevent harmful and unregulated products from shipping to the customers.
- Recorded any imperfections within our shipping and receiving process, and ensured documents were organized

Associate Claflin University 08/2013 – 04/2019

Assisted numerous departments during the school term such as Chapel, Student Support Services, and Library in exchange for financial aid for the college year.

- Managed day-to-day calendar for the office, ran errands, filed and organized all office documentations
- Answered telephone calls at the receptionist desk in correspondence for meetings, sending emails, and other requests made by the supervisors

- Organized and restocked reading materials in the appropriate locations as well as assisted students in finding appropriate books for their class assignments

Business Analysis Training

03/2022 – 04/2022

- Professional Skills
- SQL (queries, joins, sub-queries)
- UNIX (loops, functions, parameters)
- Excel/VBA (pivot charts, data analysis, what if analysis, macros)
- ITIL (incident and project management)
- Experience with ticketing systems
- CSS
- HTML
- Salesforce
- User Experience and UX
- Business Analysis (requirements engineering)
- Project Support Office / Project Management (scheduling, organizing)
- Finance (equities, bonds, derivatives, risk, trade lifecycle)
- Agile Project Management (Agile / Scrum)
- Microsoft O365 (Word, OneNote, PowerPoint)
- Understanding of Networking and Wi-Fi support
- Citrix/Remote Access Knowledge
- Jira

Education

Bachelor of Science in Business Administration and Management

Clafin University

08/2013 – 05/2019

- Microeconomics and Macroeconomics
- Corporate and Business Finance
- Financial, Managerial, and Intermediate Accounting
- Conflict Resolutions Negotiation
- Principles of Management
- Production and Operation Management
- Quality Management
- Business Leadership
- International Financial Management

Achievements and Additional Skills

- Amazon Web Services (AWS) Cloud Practitioner Certification – 2021
- Succeeding in Web Development Full Stack and Front End Certificate of Completion-2022
- Web Programming Foundations Certificate of Completion-2022
- User Experience for Web Design Certificate of Completion-2022
- UX Foundation Accessibility Certificate of Completion-2022
- HTML Essential Training Certificate of Completion-2022
- CSS Essential Training Certificate of Completion-2022
- Searching Techniques for Web Developers Certificate of Completion-2022
- Leadership and Development
- Analytical Thinking and Planning
- Time Management and Multi-Tasking Skills
- AWS Cloud Foundations Knowledge
- Conflict Resolution and Negotiation
- Information Protection and Analysis
- Business Analysis and Strategic Planning
- Quality Control Inspection and Assurance
- Collected and Organized paperwork
- Configuration Management
- Adaptivity and Reliability
- Professional and Technical Knowledge
- Customer-Service & Quality Focused
- Diversification Initiatives
- Employee Relations
- Verbal and Physical Communication