IT Production Support Resume

Job Objective

To secure the position of IT Production Support in a reputable company that will allow me to utilize acquired skills and experience.

Summary of Qualifications:

- Remarkable experience in Warehousing, Transportation, Production and Help Desk Support
- In-depth knowledge of system level architectures, business processes, and IT technologies
- Profound knowledge of Microsoft Windows Server/XP/7, Unix, Oracle etc
- Solid analytical, problem-solving and decision-making skills
- Effective verbal and written communication skills
- Profound ability to work independently and efficiently

Work Experience:

IT Production Support, August 2005 – Present
RMS Computer, Inc., New York, NY

- Managed software and configuration changes on Test and Production environments.
- Troubleshot and diagnosed systems problems; installed and configured varied applications.
- Resolved all trading issues by coordinating with clients, dealers and internal units.
- Analyzed causes of production problems and developed methods for improvement.
- Managed daily modifications to support customer's business and technical specifications.

IT Production Support, May 2000 – July 2005
Hirange Technologies, New York, NY

- Coordinated with other teams to ensure availability of components and environments.
- Resolved data quality issues raised by end users in each of the applications.
- Participated in the deployment of applications across multiple sites and platforms.
- Assisted with SQL query performance tuning and Oracle database optimizations.
- Provided IT support for production related issues.

Education:

Associate Degree in Information Technology, Seattle University, Washington, WA

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