

PROFESSIONAL SUMMARY

5 plus years of Maximo Technical and user support with functional skills in **Maximo 7.1, Maximo 7.5 and 7.6** as an IT consultant. With over 10 years in the IT Industry, Knowledgeable Analyst, well-versed in **Maximo valuations and statistical analysis**. Prepares models, forecasts trend, and gives presentations. Detailed in data analysis and reporting for audits. Experience in analysis, design, implementation, and support of **Maximo Asset Management Solutions**. Experience in designing customized applications, implementing Workflow process, Integrating **Maximo** with external customized application (MIF). Expert in various areas of **Maximo** configuration including Database Configuration changes, **Maximo** Application Designer and **Maximo** Workflow Designer

SKILLS

- Skilled in developing Workflow processes, Communication Templates, Escalations, Supply Chain and Procurement Management, Materials and Inventory Management, **Maximo IT Service Management** and **Design Business process**.
- Experience with all the phases of software development including requirements gathering, analysis, design, development, testing and deployment. Experience in the use of **Maximo Migration Manager** to promote code changes to production.
- Experience in developing Workflow processes, Work Views, Communication Templates, and **general Maximo Systems Application tasks**, roles, and responsibilities.
- **2-3 years of experience with Maximo BIRT Reporting tool** and developing **Maximo BIRT reports**
- Great Team player and can work with little or no direction.
- Database knowledge: **Oracle, DB2, SQL**, Agile Methodology: -Scrum and Kanban.

WORK HISTORY

08/2022-Date (S3, S) -Ameren Maximo Techno Functional (Developer)

- **Production Support:** End user production assistance on application usage and Workflow cycle assistance, User Security Setup, **Maximo** Login Support. Automates API builds and deploys utilizing relevant technologies.
- Providing support for Supply Chain, Work Management, Inventory and Security related issues.
- Customization of **Maximo** screens as per the business needs, develop the workflows for various approvals.
- Worked on implementing validations on the screen in align to the Business Requirements.
- Worked on creating new Reports using BIRT and changing the Report Object structure for QBR reports.
- Worked on **Maximo** Integration Framework (MIF) to integrate with different systems to send and receive data. (MuleSoft, Salesforce, Power plan, EMPRV)
- Provided functions and/or technical support for the **Maximo** (IBM application) as used to support Supply Chain

06/2021-12/2022 (Apex Systems) T-Mobile – Maximo/Developer/ QA (Manual Tester)

- Meeting with the software/product designers to determine quality assurance parameters.
- Define / Create / Manage Bugs on Splunk and GitHub
- Scripts writing and performing test execution.
- Manage QA coverage of the products (Unit Testing, Integration Testing (APIs), PostMan and (end-to-end testing) Implementing testing procedures and overseeing the QA process.
- Troubleshooting quality issues and modifying test procedures, conducting analysis checks on product specifications.
- Incorporates customer use cases, issues, telemetry data back into testing to enhance the overall product quality.

- Collaborate with core R&D Architecture, Development and QA team members on design and implementation of solutions to support the reliable delivery/deployment of products and services required for continuous integration/delivery.
- Review and validate features versus requirement specification and design documents.
- Interact with client and participate in business and system requirements sessions.
- Understanding the current landscape, consolidate business logic and bring in process improvement.

12/2020-06/2021 Maximo Analyst; Hertz Corporation – Kennesaw, GA

- Perform **data mapping and data conversion for data migration from Maximo V5 to Maximo V7.2.**
- Develop Scripts for Data archiving for Microsoft SQL.
- Modify BIRT Reports as requested by accounting, inventory, and maintenance departments using Maximo.
- Experience with migrating large amounts of data between different database environments.
- Copy and transform of **Maximo data structures for use with migration Development.**
- Performs data collection, analysis, validation and cleansing before migration procedures.
- **Design scripts using SQL** for testing and debug of data pre and post migration.
- Work with Business Teams to gather requirements and processes and validate data components as required. Support data inquiries from various groups within organization.
- Provide both functional and technical Maximo support and process improvement.
- Engage in effective unit and system testing during downtime periods.
- Troubleshoot data integrity and inconsistencies after data migration activities.
- Develop and execute tests that validate data movement processes that are consistent, repeatable, and scalable.
- Developed test scripts based on business requirements and process flows.
- Worked with business SMEs to go over types of activities that each role will perform with our system.

06/2018-12/2020 (Tanisha Systems Inc. TSI) Maximo SME Developer; National Grid (IBM)

- Provide support for work management process.
- On-Shore Lead and Resource person to ensure continuity and the delivery of all aspects.
- Interact with client and participate in business and system requirements sessions.
- Understanding the current landscape, consolidate business logic and bring in process improvement.
- Collaborates with business analysts and architects to develop requirements and translates into one or more, API-led connectivity solutions (integrations, interfaces, proxies, objects, shared code library, etc.); review options to identify best solution and provides design for selected solution.
- Integrate Maximo with SAP system to send/receive Workorder data, Mulesoft.
- Involved in domain creation like CROSSOVER AND domain specific to client requirement.
- Support applications in Maximo portfolio like Smart by GEP, AFS Warehouse Management System (WMS)
- Works with SME to define requirements for Supply Chain.
- Assisted with end-to-end testing for different applications. Collaborate with core R&D Architecture, Development and QA team members on design and implementation of solutions to support the reliable delivery/deployment of products and services required for continuous integration/delivery.
- Provided functional and or technical support for the Maximo (IBM application) as used to support Supply Chain

03/2015 -12/2019 Homecare.com IT Support (Helpdesk)

- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Provided Tier 1 IT support to non-technical internal users through desk side support services. Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Used ticketing systems to manage and process support actions and requests.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues. Monitored systems in operation and quickly troubleshoot errors.
- Provided documentation on troubleshooting of technical processes to support desk staff. Configured hardware and granted system permissions to new employees.
- Assisted with updating technical support best practices for use by team.

EDUCATION

Valley View University, Accra- Ghana (Bach. BA)

Volgograd State Technical University- General Studies (associate in general studies)

University College of Management Studies, Kumasi, Ghana CIM (Marketing)

Archbishop Porter Girl's Poly Technic, Elmina, Ghana (Diploma-Secretarial Science)

CERTIFICATIONS

AWS Solutions Architect Associate

In Progress

George Mason University, Continuing and Professional Education (Project Management Certification)

Eileen Mensah

- Washington, DC, US

Contact Information

- wq3-l9h-94z@mail.dice.com
- 2016741179

Work History

Total Work Experience: 2 years

- **Maximo** Developer Ameren
Aug 01, 2022
- **Manual QA Tester** T-Mobile
Jun 01, 2021

Education

- **Associates** | University College of Management Studies
- **Associates** | Volgograd State Technical University

Skills

- **business requirements** - 8 years
- **technical support** - 8 years
- **troubleshooting** - 7 years
- **it management** - 6 years
- **qa** - 6 years
- **reporting** - 6 years
- **supply chain management** - 6 years
- **agile** - 5 years

- **analytics** - 5 years
- **implementation** - 5 years
- **java** - 5 years
- **maximo** - 5 years
- **microsoft sql server** - 5 years
- **scrum master** - 5 years
- **software** - 5 years
- **ad hoc reporting** - 4 years
- **upgrades** - 4 years
- **iam** - 3 years
- **data collection** - 7 years
- **procedure** - 7 years
- **birt** - 5 years
- **data mapping** - 5 years
- **data migration** - 5 years
- **inventory** - 5 years
- **oracle sql developer** - 5 years
- **scripting** - 5 years
- **workflow** - 5 years
- **cloud** - 4 years
- **plsql** - 4 years
- **data archiving** - 3 years
- **sql** - 3 years
- **ibm** - 7 years
- **database design** - 6 years
- **system integration testing** - 5 years
- **aws solutions architect associate** - 4 years
- **warehouse management** - 4 years
- **web services** - 4 years
- **web applications** - 3 years
- **aws elastic beanstalk** - 3 years
- **devops** - 1 years
- **data integrity** - 5 years
- **system testing** - 4 years
- **test scripts** - 4 years
- **process flow** - 3 years

Work Preferences

- Likely to Switch: True
- Willing to Relocate: False
- Travel Preference: 75%
- Work Authorization:

- US
- Work Documents:
 - Green Card Holder
- Desired Hourly Rate: 75+ (USD)
- Desired Salary: 140,000+ (USD)
- Security Clearance: False
- Third Party: False
- Employment Type:
 - Full-time
 - Contract - W2
 - Contract to Hire - W2

Profile Sources

- Dice:
<https://www.dice.com/employer/talent/profile/58e6b4985bec60660cf801ae130dace4>