

**LAWRENCE NEELY**

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## PROFESSIONAL SUMMARY

Vision-driven change agent with career-long record of technical support, information security, and data management success for leading organizations

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Proven talent for aligning business strategy and objectives with established customer service and information security paradigms to achieve maximum operational impacts with minimum resource expenditures. Growth-focused thought leader capable of solving complex problems, providing high quality technical support, and collaborating in teams. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as data management, application development, and troubleshooting expertise.

### CORE COMPETENCIES

Application Support & Development  
Operating System Maintenance  
Data Management & Analysis

Information Security  
Team Leadership  
Programming

Troubleshooting  
Customer Service  
Problem Solving

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## PROFESSIONAL EXPERIENCE

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Q2, FEB 2021 TO PRESENT

### **APPLICATION SUPPORT ANALYST, RAPID RESPONSE TEAM, AUG 2021 TO PRESENT**

Address a range of client support needs ranging from medium to critical issues such as Online Banking being down for all users, and ensuring effective and timely resolution to meet major outage service level agreements.

Regulate and troubleshoot certificates by effectively pinpointing problems and navigating countless unique configurations.

Facilitate upgrades and configuration changes to any part of the financial institution's online banking architecture to improve system operations.

Diagnose technical challenges across multiple environments impacting numerous institutions in order to proactively resolve any issues and avoid service delays.

### **APPLICATION SUPPORT ANALYST, FIRST RESPONSE TEAM, FEB 2021 TO JUL 2021**

Served as the primary point of contact for customers within the support organization, representing the company in a friendly and professional manner at all times.

Obtained and analyzed essential information such as logs and configuration files in order to resolve cases or brief more senior teams as needed.

Conducted troubleshooting of large software as a solution platform, and maintained and updated SQL databases.

Supported training initiatives for teammates and new hires by creating documentation and guides for best practices and clearing backlogs.

CERNER, FEB 2019 TO JULY 2020

### **TECHNICAL SOLUTIONS ANALYST**

Contributed extensive expertise relating to conflict resolution tasks such as patient information not being displayed or showing incorrectly on the application.

Applied troubleshooting tools to achieve the goal of incident solution, working independently and efficiently to proactively resolve issues.

Administered troubleshooting investigations via backend methods by capturing log files, querying tables, updating database fields, and updating and cycling servers.

STRATEGIQ COMMERCE, AUG 2018 TO FEB 2019

**DOCUMENT CODER**

Certified 75-200 carrier invoices a day for correct weight, size, service, on-time delivery, address correction, and accurate reference codes.

Coordinated status of carrier credits and outlined any relevant service failures on parcel shipments.

Supervised freight invoices and accurately coded the charges to be uploaded into the system for air, ocean, brokerage, LT, and LTL shipments.

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**TECHNICAL PROFICIENCIES**

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**Programming Languages:** SQL, Python, HTML

**Operating Systems:** Mac, Windows

**General:** Maya, Audio/Visual Editing, Android, App Development, Microsoft Office Software

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**EDUCATION AND CREDENTIALS**

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MASTER OF SCIENCE (M.Sc.) IN INFORMATION MANAGEMENT. 2022

University of Illinois, Urbana Champaign  
Concentration in Data Analytics

BACHELOR OF SCIENCE (B.Sc.) IN INFORMATION TECHNOLOGY. 2018

University of Missouri, Columbia, MO

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**PROFESSIONAL AFFILIATIONS**

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Phi Rho Eta Fraternity, Vice President, JAN 2016 - JAN 2017

Robert Barney Prostate Cancer Foundation, Vice President, AUG 2015 - PRESENT

Saving Our Boys Foundation, Junior Board President, AUG 2013 - JAN 2017

National Society of Black Engineers (NSBE), Member, AUG 2015- MAY 2018

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**VOLUNTEERISM**

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Robert Barney Prostate Cancer Foundation, JAN 2011 - PRESENT

Saving Our Boys Foundation, AUG 2016 - PRESENT

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**ADDITIONAL INFORMATION**

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**Interests:** Soccer(recreational),Poetry, Literature,Gaming,Fashion Design