

Deborah J Hovis
2802 Mercedes Ave.
Huntsville, AL 35810

E-mail: deborah.hovis@us.army.mil

Home Phone: 256-851-9414

PROFILE: Detailed oriented, self-motivated professional that enjoys analyzing functional and technical issues to test and resolve business processes. Proven ability to train users on optimal database performance. Experience includes instruction for higher level customers on implementation of new system functions. **Clearance Level Secret**

STATEMENT OF PURPOSE: An Analyst position that utilizes sixteen years of skills and experience in system monitoring, problem resolution, resource coordination and contract task compliance to improve the effectiveness of a defense contractor or business services company.

HIGHLIGHTS OF QUALIFICATIONS

- Crystal Reports
- FrontPage
- Adobe Reader
- Access
- Project Management
- Magic Service Desk
- PowerPoint
- SQL
- Written/Verbal Communication
- Requirement Identification
- Process Analysis
- Oracle Database Management

SIGNIFICANT PROFESSIONAL SUCCESSES

Coordinated with points of contact and users to train the functionality of the system. Trained Government Project Leads on STARS processes. **Results:** STARS points of contact knew the system and how it worked and were able to make better decisions.

Participated in the development of new requirements as the community needed to task processes. This development allowed a larger group of people to respond/approve a need more quickly than through email. Designed, coded and tested reports for the community to use to track necessary changes. **Results:** Users can monitor there processes with less effort and time.

Trained user community on how to accomplish required tasks. Analyzed actions and made recommendations to the Government to correct errors in the system. **Results:** Achieved a more accurate system.

Answered questions of potential new users and security personnel had so they could complete the necessary forms. **Results:** Created user account on a need to know basis after all checks and approvals were completed.

Instructed a newly employed Project Manager on the company's procedures and assisted with learning what groups of people supervised. By assisting the Project Manager in learning about his duties and responsibilities he was able to quickly learn his tasks. **Results:** Coordinated with the Project Manager and Leads to obtain better and additional information for government customer.

Transferred knowledge and skills to other employees and assisted both company and sub-contractors with questions about their jobs. **Results:** Company standards were higher. Monitored and coordinated with employees of the company and the sub-contract company to train them.

EDUCATION

North Alabama College of Commerce

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PROFESSIONAL EXPERIENCE

Work on same contract from 1995 to Present with SESI, NCCIM and Jacobs

Jr. System Analyst\ Help Desk Tech II
Huntsville, AL

Jacobs, ITSS
2002 - Present

- Maintained user accounts, analyzed the web based database to find and resolve problems. Trained and instructed users and administrators on the intricate workings of the system.
- Developed Crystal Reports, created forms in the database, implemented permissions for groups, assigned forms to appropriate groups, created instructional documentation for users, and ensure that all functions of the database was working correctly.
- Analyzed web based database, provided helpdesk support to users, created and modified reports and documents. Informed the Government of issues or potential issues that arose.

Jr System Analyst
Huntsville, AL

NCCIM
2000 - 2002

- Maintained User documentation and generation of standard and ad-hoc STARS reports.
- Provided analytical support for the Status Tracking and Reporting System (STARS). Performed administrator duties for onsite and offsite STARS user communities. Provided help desk problem resolution and consultation to custom inquiries relative to STARS.
- Developed STARS training material for technical support personnel. Trained STARS user community. Performed Engineer Change Proposal-Software workload analysis for customers using Microsoft Office Products.

Administrative Assistant
Huntsville, AL

NCCIM
1997 - 2000

- Provided direct support to Business Area Managers and support to over 200 employees.
- Assisted employees as well as Sub-Contractors with questions or concerns and gathered necessary information to respond to questions and concerns. Trained and assisted other Administrative Assistants, Sub-Contract employees and company employees.
- Monitored timesheet records and made changes to Technical Directive Orders; worked with the travel office as a liaison while coordinating with the travel agency and employee. Analyzed travel requests and expense reports.

Clerk Typist Specialist
Huntsville, AL

Systems Engineering Solutions, Inc.
1996 - 1997

- Provided direct support to project managers and 125 onsite employees.
- Responsible for analyzing and preparing Individual Work Authorization spreadsheets for employees, Technical Directive Order Work plans, Monthly Reports, timekeeping records and Travel Work plans for employees.

Data Entry Clerk
Huntsville, AL

Systems Engineering Solutions, Inc.
1995 - 1996

- Maintained Technical Directive Orders and work plan files.
- Analyzed data entry for the Business Management Office (BMO) and backup receptionist. Served as a backup for the Travel Office Clerk.

Receptionist
Huntsville, AL

Dr. David J. Furman, D.D.S., P.A.
1993 - 1995

- Answered phone, greeted patients, made appointments, coordinated with the insurance companies and processed insurance payments.

EDUCATION

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