

ANA WORTHINGTON

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INFORMATION TECHNOLOGY PROFESSIONAL

Accomplished IT Professional committed to ensuring the highest level of client service, data integrity, system security and availability.

Skilled in the analysis, planning, design, configuration, implementation and testing of technical infrastructures. Adept at managing priorities and producing cost-effective results under tight deadline pressure in fast-paced, high-performance, mission-critical settings.

Recognized for expertise in server, database and application administration and maintenance; change management; data conversions and upgrades; troubleshooting and testing; quality client service and support; training; vendor relations; end-user and technology life cycle support.

CAREER HIGHLIGHTS

Database Analyst
(4 years)

Technical Analyst
(3 years)

Director of Systems
(10 years)

TECHNICAL EXPERTISE

DBMS: SQL Server/SSAS, Oracle, Access, Sybase, DB2

Software: SQL Developer, MS Office Suite, MS Dynamics GP, Blackbaud

Operating Systems: MS Windows, Windows Server/Active Directory, UNIX (Solaris), HP

Hardware: Sun, IBM Mainframe, Intel-based Laptop/PC

PROFESSIONAL EXPERIENCE

Capital One, Philadelphia, PA

2006–2013

Database Analyst | 2009–2013

Managed data warehouses used for business intelligence in support of Cardholder Portfolio and Membership Rewards Programs for the US Market.

- Eliminated 100% of software security alerts on data warehouse servers by proactively monitoring security and coordinating preemptive remediation of potential breaches.
Result: Increased efficiency by 15% while eliminating security-related server downtime.
- Instrumental in successful data migration and upgrade of five data servers to a highly secure, state-of-the-art data center in a new physical location; coordinated and tracked requests to internal teams and outside contractors, meeting tight deadlines to prepare, move and fully test new and preexisting jobs in new environment.
Result: Achieved 100% successful, on time and under budget transition with no data loss and no lapse in service, system availability or connectivity.
- Maintained successful track record of problem resolution within service level agreement (SLA) timeframes, acting as first point of contact for server and job performance problems.
Result: Maximized team performance and system availability through timely problem resolution.

“Ana has gone above and beyond expectations in supporting us through our migration. We are fortunate to have her working with us.”

—Six Sigma Blackbelt, Manager, Global Finance, Capital One

Technical Analyst | 2006–2009

Provided first-level desktop and LAN/WAN support for site; supported lead database administrator.

- Managed monthly SQL database loads and maintenance, monitored job and server performance, and designed and executed system tests in support of organization disaster recovery planning.
Result: Maintained high level of system availability and data integrity.
- Optimized system security by managing active directory group memberships, performing security audits and maintaining software installations, upgrades and patches on servers and workstations in accordance with established IT policies and procedures.
Result: Produced reliable, secure data and systems with zero security breaches; received multiple recognition awards for containing costs and supporting organizational goals and objectives.
- Provided comprehensive on-site technical expertise including: desk-side, server and first-level network support; infrastructure upgrades; procurement, installation and configuration of end-user hardware and software; and telephone/voicemail system administration.
Result: Streamlined office operations, providing the appropriate tools and resources to improve productivity and efficiency.

Educational Institute, Inc., Philadelphia, PA

1996–2006

Director of Systems

Managed all aspects of nonprofit educational organization's technical infrastructure, including network and telecommunications systems.

- Established software and hardware standards; upgraded systems; maintained secured network and clean, accessible data; trained and supported user base.
Result: Reduced operational costs by 20% over 3 years; improved productivity through increased system reliability, data integrity and consistency in software use and training.
- Built and maintained vendor relationships through contract negotiations, procurement of hardware and software, and software licensing management.
Result: Provided a cost-effective technical infrastructure meeting mission-critical organizational needs and ROI requirements.

"Ana does a terrific job providing the technology we need while keeping to the budget. Her ability to cultivate vendor relationships will definitely have a long-term impact on our bottom line."

—Chief Operations Officer, Educational Institute, Inc.

EDUCATION AND PROFESSIONAL CERTIFICATION

B.A. Information Science, Cornell University, Ithaca, NY

Received Distinguished Industry Research Project Award

Data Warehouse Certification, Penn State Great Valley (2010)

ITIL Foundation (2013)

Ana was facing a potential layoff after seven years with her current employer. She had two employers over the last 17 years, and while her résumé demonstrates her loyalty and commitment to her employers, Ana was concerned that her age (early 50s) could be a hindrance in her job search.

After meeting with Ana, I was confident that her experience, maturity, work ethic, and strong, amiable character would work in her favor. My strategy included:

- An “at a glance” box to highlight her most recent years of experience;
- a clean, classy format (with just enough color to stand out), reflecting Ana’s personality;
- representative results highlighted for each of her positions to showcase her contributions and commitment to excellence;
- two testimonial quotes from employers to support her story.

Shortly after circulating her new résumé, Ana landed a promotion within another division of her current employer. The feedback that she received after interviewing was that her years of experience gave her the edge and that she was “too good to let go.”