

ALEX MURPHY

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SUMMARY

Experienced Project and Communications Analyst capable of articulating technical, business and procedural information by creating superior publishing, documentation and messaging materials. Skilled in translating business requirements, procedures and technical material into focused documents, specs & job aids using a variety presentation tools, seeing the process through from initial stages to full implementation. Cognitive and emotional skills honed over many years of working from a communications, marketing, training, support and business analysis perspective recognize and empathize with a varied work-force and skill set to foster confidence and motivation to improve job performance. Successful at adapting communications for a varied audience; internal vs. external, clerical vs. executive, technical vs. not technical. Successful in creating surveys, checklists and scripts for training and development that serve as a basis for repeatable training sessions, implementations and on-going support. Detail oriented and persistent in nature, not willing to let responsibilities or assignments slip through the cracks.

- Exceptional Communication – Oral & Written
- Business Writing/Requirement Creation
- User Communications, Project Status Reporting
- Procedure Design & Implementation
- Web-Based Training & Reference Materials
- Newsletter and Promotional Publishing
- Presentation/Demonstration Experience
- Remote Training & Support
- User Manuals / Presentation Materials
- Meeting and Event Planning/Coordination
- Produce / Process Work Orders
- Team Motivation Campaigns & Mailings
- Intranet Design & Maintenance
- Office/Business Unit Administration

PROFESSIONAL EXPERIENCE

M&T Bank, Buffalo, NY (Contract & Full Time Employee)

November 2013 – Present

Project & Business Analyst III, Credit Division

Driving force behind design of departmental Intranet, introducing innovative ideas to foster greater communication and meet the business needs of business units within Credit. Implementing new Communications program leveraging Intranet and SharePoint site development in order to better facilitate the publishing of essential information and establish a means for teams to collaborate behind the scenes. This entailed building out two comprehensive SharePoint team sites in order to document and track efforts, providing 100% accountability from a management and audit perspective, which has been presented to another division in the bank as a model to increase the effectiveness of their communications effort. Conceived of an implemented a departmental survey SharePoint site in order to provide a mechanism for client feedback, continual looking for new ways to connect and collaborate with colleagues.

Coordinated and successfully completed major Operating System upgrade, moving 665 desktops to a new OS, including planning for hardware replacements, scheduling vendors, handling troubleshooting and performing high-profile upgrades for executives and high visibility business units, completing the task ahead of schedule and helping the bank avoid huge financial penalty.

- Graphic Design – created template used for Credit Communications
 - Built SharePoint site to track efforts, process requests, house working materials
- Intranet Redesign – took from conception, to proposal, to build out and beyond
 - Designer and developer
 - Branding/logo
 - Present/Pitch design
 - Create copy & content
 - Develop pages/interfaces to meet Federal requirements

M&T continued...**Project Administrator, Technology Infrastructure & Communications**

Assisted Communicatins Project Manager by creating technical documentation, newsletter articles and email communications. Managed meetings, contributed SharePoint projects and Intranet sites, created and maintained highly visible dashboards, assisted with the coordination software installations across multiple platforms. Served as sole Project Administrator for the implementation of a new bank-wide backup system.

- Designed intranet SharePoint webpages and project sites using design and technical skills in order to promote Technology service offerings and to support the organizational structure.
- Introduced a new standard of dashboard design, serving as team-wide “go-to” resources for layout and content for project status reporting. Created dashboard templates and assisted PMs for multiple projects, enhancing department visibility, garnering positive executive feedback.
- Wrote user documentation for Enterprise Backup team for both Disaster and File System Recovery scenarios providing direction required to ensure the bank can prevent catastrophic data loss.
- Backup Project scope change required elimination of tape Milestone to occur 3 months ahead of schedule, achieved goal by effectively coordinating software upgrades on an accelerated schedule.
- Stepped in to assist with multiple communication efforts, assisting Communications Sr. Project Manager in producing newsletters, instructional packets for senior executives and Technology newsletters.
- Assisted Senior Vice President in Employee Engagement efforts designing fliers, promotional material and coordinating mailings, increasing participation in bank-wide employee motivation program.
- Responsible for entering all department project requests into the master Project List used by PMs and team management, enabling projects to be assigned more efficiently and expeditiously.
- Called on to created PowerPoint presentations for multiple team efforts, raising the reputation and visibility for a number of departmental undertakings.

THOMSON REUTERS, Cheektowaga, NY**July 2011 – January 2013****Lead Technical Analyst, Tax & Accounting / Government**

Served in administrative role for local office of 4 programmers and developers and provided complete end-user support to assessors in 9 jurisdictions. Oversaw required corporate tasks, including compiling formal emergency response procedures document that ensured business units adhered to reporting policies and requirements. Primary client-facing party for division’s product delivery, including project assistance.

- Established valuable and rewarding relationships with clients, helping them increase utility of software by anticipating needs and providing economical enhancements and upgrades to existing systems. This often involved justification of needs and requirements to higher administrations, town and county boards. Worked through project request, work-order, and contract and billing phases.
- Assumed role as the primary resource / interface between multiple legacy applications and the organization’s premier product. Helped implement/support conversion projects between product lines.
- Coordinated frequent meetings and projects, logged and delivered resolutions for all issues.
- Assisted in project scope definition, serving as tester, trainer and documentation provider.
- Involved with efforts from low level data entry operations to high level statistical analysis by serving as the product liaison between developer and clients using the product.
- Coordinated software and documentation distribution via web-based utilities.
- Utilized a variety of tools to publish resources in help files, web wikis, Power Point demonstrations and user manuals. This provided wider access to information and overcame problems accessing files due to network restrictions of firewalls and when application was employed in the field.
- Ensured all towns and counties were able to complete yearly processes by providing updated software and resources (data, software licenses, bug fixes, documentation).
- Served as main resource to coordinate all corporate and local efforts within company, effectively serving as the Cheektowaga office manager / administrator. This freed up the time of higher billable hour employees and increased their productivity. Introduced legacy employees to new company tools, products, policies and procedures.

MANATRON, Portage, MI
(acquired by Thomson Reuters, 2011)

March 2008 – July 2011

Support Analyst II,

Located and opened Buffalo, NY office for a nationally operated organization and assumed all administrative responsibilities. Distributed corporate communications, office supplies, and equipment to sustain business operations and managed communications with suppliers. Reached out to retain clients during the start-up period. Provided technical and procedural documentation and training for a stable client base, testing all product enhancements and upgrades.

- Generated additional billable jobs that increased profit margin and enabled business unit to build on base support revenue. Assisted in all aspects of project delivery.
 - Successfully reached out to past clients that generated project work on a time and material basis. This facilitated the continuation of relationships and income opportunities even when the client had discontinued their support contract, also re-establishing relationships with those who unsuccessfully attempted to migrate away.
 - Assisted colleagues by learning the systems of other divisions and serving as go-to resource, improving productivity and freeing them from having to learn infrequently utilized applications (such as Microsoft CRM, TFS). Helped implement projects for software interfaces between product lines.
 - Developed web-based methods of delivering resources such as Wiki pages, FAQs, documentation repositories and PowerPoint presentations to market product upgrades.
 - Handled major application support transition for Capetown, South Africa. This enabled completion of the project implementation phase and final billing for work done.
 - Provided software releases that ensured successful interfaces between products for each application, including updates to jurisdictions and porting releases to multiple business divisions.
 - Supported 8 time zones and assisted other divisions by stepping in to temporarily help with other product lines when needed.
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SIGMA SYSTEM TECHNOLOGIES, Williamsville, NY
(acquired by Manatron, 2008)

February 1997 – March 2008

Technical Analyst

Served as primary trainer & support for a computer assisted mass appraisal (CAMA) software product to 20 tax jurisdictions ranging from towns with small, largely residential inventories to large cities with high parcel counts, complex inventories, to consortiums of multiple counties with varied requirements. Assisted with the creation of proposals and responses to RFPs.

- Assisted with 25 existing and new installations, some jurisdictions adopting CAMA for first time. Increased staff knowledge not only in application usage, but introduced many to keyboards, mouse, and general computer tasks for the first time, making more efficient workers outside of the application.
- Trained assessor staff in 15 jurisdictions on data collection and management, yearly procedures (creating history and generating rolls), and system administrations (permissions, table maintenance, installation). This generated billing for Sigma and provided the assessors with the skills needed to effectively employ the product. Training delivered resulted in fewer support issues as compared to other trainers and previous methods. Created training scripts used by other trainers.
- Supported statewide consortiums in Massachusetts, NY and Washington (3 counties) resulting in experience with a larger user-base, meeting a wide range of needs with a single product.
- Participated in first installation of CAMA in post-apartheid South Africa. This was a highly visible and controversial undertaking, garnering positive political and media attention.
- Created all user documentation, developing a unified standard, reliable updates and billable components of projects. Converted previously cumbersome versions (in eroff, nroff and other legacy Unix editors) into manageable Word, PowerPoint, Adobe, help-based (Help Magician, Robohelp) and other more modernized formats.
- Assumed a customer support problem database with a high number of unresolved problems, succeeded in closing all outstanding issues while maintaining a high level of response and customer satisfaction.
- Assisted project managers on all product implementations providing timely and accurate problem resolution and status communications to management and the end user community.

Tops Markets, Inc. Buffalo, NY**December 1993 – January 1997**

- Computer Support Specialist, serving on help desk which provided phone and site level support to all stores in chain. Responsible for resolving software and hardware issues and eventually moved into hardware repair and support position. Responsible for supporting Train the Trainer program which provided corporate sponsors the technical assistance needed to implement new departmental software and hardware systems.
- Installed hardware and software at new and renovated stores, including construct site duties such as cabling, server room layout and quality checks to verify electrical and carpentry efforts matched blue prints and other system requirements.

Transworld Music Corp. Albany, NY**August 1988 – October 1993**

- Hired to manage "Schedule and Control" department which oversaw the collection of all store level POS data. Processed ordering catalogues, ensured daily accuracy of sales data distribution.
- Attended all yearly corporate conventions to train and inform Regional and District managers of new programs, policies and procedures.
- Managed the implementation of cash register conversion for 500 store chain, scheduling and carrying out a complete switch-over of the entire chain's inventory of hardware.
- Set up and managed a Depot Maintenance program to handle all cash register troubleshooting and maintenance, cycling all hardware to be repaired to a centralized vendor for repair and cycling working equipment to the stores resulting in substantial savings and improved cost control for repair services.
- Established first corporate help desk which supported all stores and provided increased knowledge to internal staff, district, regional and store managers.
- Coordinated a pilot project to evaluate three POS vendors, working with the vendor to design software & hardware configuration to meet the needs of store level operations & corporate accounting requirements.

Genovese Drugs, Inc. Mellville, NY**March 1986 – May 1988**

- Hired as Assistant Store Manager, promoted to Point of Sale (POS) Coordinator to serve as store level project coordinator for new POS program. Helped implement three POS sites, training managers and cashiers. Provided project manager with test results, documentation and troubleshooting assistance.
- Worked with vendor and corporate groups to refine software, hardware and procedural requirements.

CVS Pharmacy, Inc. Albany & Glenville, NY Pittsfield, MA**February 1985 – March 1986**

- Hired as Manager Trainee, became Assistant Store Manager

EDUCATION

- **BA**, State University College of NY (Buff State), Buffalo, NY

PROFESSIONAL DEVELOPMENT

- Combined Project Management, Business Requirement Methodology training modules (PMI Eligible)
- Setting up and Maintaining a Help Desk seminar
- RoboHelp software program, self-taught
- Attended annual IAAO (International Association of Assessing Officers) conferences and seminars, 1997, 2006

COMMUNITY AFFILIATIONS

- Served on Behavior Helpline and as general counselor for the Erie County Society for the Prevention of Cruelty for Animals using support and technical skills to solve behavioral problems, facilitate adoptions and produce written materials for the public
- Board of Directors as Secretary for local animal welfare organization
- Collaborated with neighborhood task force and State Historic Preservation Office to successfully achieve historical status of personal residence in Buffalo, NY
- Western NY Law Center: Produced PowerPoint and web materials to promote law center programs and educate on consumer legal issues

TECHNICAL SKILLS

- Microsoft Word, Excel, PowerPoint, Outlook & Access (2010, 2013), SharePoint Project Site and Web Page management and design.
- Windows 7, 8, & 10
- Slideshare
- Good understanding of Oracle and SQL Server databases
- Adobe Acrobat
- GIS Mapping Applications (Blue Marble, ESRI based)
- Help Authoring Software (Help Magician, RoboHelp)
- Wiki tools / editor (FCK, CK), able to translate complex technical material to be easily understood
- Multiple remote connection / conferencing tools (Webex, Live Meeting, etc.)
- Marshall and Swift Cost Tables, proficient knowledge of Cost, Income, Residential Valuation procedures & terminology
- ListServe and email subscription list administration
- Microsoft CRM and other Support / Client relationship tracking tools