

REGINA CROSS

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Professional Summary:

- End user technical support, corporate web applications and first level help desk support environments
- Troubleshoot, researched, diagnosed, documented and resolved technical issues surrounding applications, software, hardware, peripherals and system related issues.
- Experienced with key technologies: MS Office, Windows XP, UNIX, Mainframe, Telephony, Remote Access, VOIP, Servers, Laptops, Desktops, VPN and Network connectivity
- Quality assurance testing, balanced workload between multiple projects and deliverables
- Trained clients on application product
- Consulted with internal and external clients to ensure proficient operations
- Assisted with the development and implementation of policies and procedures to ensure the goals and objectives of the organization.
- Customer service, team effort or work independently, flexible, attention to detail, adeptly in a fast-paced environment with an aptitude to learn and understand new technologies quickly

Work Experience:

Southside Temporaries

2008 - 2010

Rep

- Packaged and Assembled Auto-Injectors for US Department of Defense- [Mark I™, Nerve Agent Antidote Kit \(NAAK\)](#) A Kit Comprising: atropine and pralidoxime chloride injection

Teksystems

2005 - 2007

Analyst

- Interpreted business requirements to develop a logical sequence of events
- Designed and implemented Underwriting Business Rules to client requirements
- Built all components of rule sets within the software product
- Inputted rule sets that include underwriting requirements and business rules adhering to company underwriting practices, workflow standards and quality standards
- Worked with various department resources to interpret requirements, internal procedural documents, underwriting guidelines, business requirements and subject matter experts
- Maintained and enhanced the underwriting rules to reflect changes in underwriting guidelines, reinsurance pricing and company requirements
- Extracted rule sets and support the movement of Extracts from one environment to another
- Imported/Exported components of rule sets for data modification
- Reviewed submitted Business Rules designs, proactively recommending changes where appropriate and ensured use to meet client requirements
- Analyzed defects reported to determine and identify corrective action and/or propose alternative solutions

TALX Corporation **2004 - 2005**

Data Coordinator/Helpdesk Support

- Provided technical support to internal/external users on web applications related issues
- Monitored department web helpdesk
- Maintained client database structures, contacts, location and transfers
- Updated/added web report users and database maintenance change forms

Verifier **2002 - 2004**

- Proofread and correct scanned OCR documents for continental USA unemployment forms
- Verified state unemployment charges, employer termination documents
- Processed outgoing mail

SAVVIS Communications **2000 - 2003**

Pricing Analyst

- Provided domestic/international quotations in real-time for DS1- OCx circuits
- Tracked vendor quotations and maintained domestic and international vendor quotations logs
- Revised and developed policies and procedures for sales team
- Maintained communications between sales teams and vendors to ensure proficient operations
- Consulted pricing team, sales teams and vendors; instrumental in large business opportunities
- Reviewed and signed vendor service level agreements (SLAs)/contracts

Education:

Webster University Master of Business Administration (MBA)	St. Louis, MO	10/2002
Webster University Master of Arts - Computer Resources and Information Management (MIS)	St. Louis, MO	10/2001
University of Missouri - St. Louis Bachelor of Arts - Mass Communication	St. Louis, MO	05/1998

Technical Summary:

Application Tools: Microsoft Office/SharePoint/PeopleSoft

3rd Party Applications: AURA/StarTeam/TrackIt/Remedy/Pinnacle

Operating Systems: Windows/Active Directory

Internet/E-Mail/IM: MS Outlook/Outlook Express/IE/Firefox/AOL

Netscape Communicator/MSN AOL/Opera/Safari/Trillian/AIM

Key Business Skills: Application Support/Business Analysis/Implementations
Training/QA Testing/Documentation

Tools: Remote Desktop Connection/Webex/SMS/NetMeeting/IPSec/VSCClient/Avaya

Other Skills: HTML/XML/Photoshop/InDesign/Data Entry/10 Key by touch