LOVE CLAYDON

Systems analyst

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PROFILE

I am a systems analyst with over 4 years experience. I have worked extensively with clients to gather requirements, create system designs and implement solutions. I have also been responsible for maintaining and troubleshooting existing systems. My strong analytical and problem solving skills have helped me successfully deliver projects on time and within budget.

LINKS

linkedin.com/in/loveclaydon

SKILLS

Systems Analysis

Systems Design

Requirements gathering

Process modeling

Data modeling

Business analysis

IT project management

LANGUAGES

English

Dutch

HOBBIES

Listening to music

Watching movies

Playing video games

EMPLOYMENT HISTORY

Senior Systems Analyst at Blue Cross and Blue Shield of Florida, FL

May 2022 - Present

- Implemented a new software system that increased productivity by 15%.
- Developed and implemented an effective backup and disaster recovery plan, which reduced downtime by 30%.
- Coordinated the installation of a new network, which improved communication between departments by 25%.
- Wrote custom scripts to automate various tasks, saving the company 500 man-hours per year.
- Provided training to junior staff on using the new software system, resulting in 100% adoption within 2 weeks.

Systems Analyst II at Florida Blue, FL

Jul 2018 - Apr 2022

- Led the development of a new system that increased productivity by 25%.
- Implemented a new software solution that resulted in $1 million in cost savings.
- Developed an innovative process that reduced errors by 50%.
- Created a custom report for senior management that saved 200 hours annually.
- Trained 15 junior analysts on best practices and company procedures.

EDUCATION

Bachelor of Science in Computer Science at University of Florida

Sep 2014 - May 2018

I've learned how to design and implement software solutions to problems, how to use and configure computers and networks, how to effectively use various programming languages, and how to manage and utilize large amounts of data.

CERTIFICATES

Certified Systems Analysis Professional (CSAP)

Sep 2020

Certified Business Process Management Professional (CBPMP)

Oct 2018

MEMBERSHIPS

Association for Computing Machinery (ACM)

Institute of Electrical and Electronics Engineers (IEEE)