

LORI F. PARKS

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CAREER TARGET: INFORMATION TECHNOLOGY SYSTEMS ANALYST

Over 10 years of experience in information technology, including ERP implementations and support, network management, and IT infrastructure development. Strong background and success in leading significant improvements to technology systems across multiple departments and areas. B.S. in Computer Information Technology. Network+ and A+ certifications.

- Highly effective in communicating with upper management on needed and beneficial technology solutions.
- Proficient in analyzing requirements for all departments and working cross-functionally to meet needs.
- Excellent project management skills, frequently bringing projects in ahead of schedule and under budget.
- Enthusiastic and passionate about technology; continually keep up-to-date with new technologies.
- Extremely organized in data management and reporting based on IT and administrative background.

CORE COMPETENCIES:

Enterprise Systems Integration; Network Optimization; Technology-Business Alignment; Staff Training & Mentoring; Cross-Departmental Teamwork; IT Solutions Development; Systems Troubleshooting; IT Strategy Planning & Execution; Key Performance Indicators (KPIs); Proactive Problem Resolution; Documentation

PROFESSIONAL TECHNOLOGY EXPERIENCE

PELICAN WIRE COMPANY – Naples, FL – 2007-Present

Information Technology Analyst

Oversee and maintain daily operation of information systems company-wide, including email, network, servers, desktop software, and ERP/MRP programs. Plan and administer budgets for software, hardware, and telecommunications systems as well as consultants. Champion the use of ERP systems to optimize all aspects of the business, including purchasing, quoting, labor reporting, financial recordkeeping, and scheduling for plant activities. Created business/technical documentation as well as custom reports/grids for KPI dashboards.

- **Served as the key catalyst for implementing 3 different ERP systems** in 3 different companies.
 - Managed ERP integration projects from start to finish, using an incremental approach to install the system in each area and replacing previous manual systems.
 - Trained team members and gave them confidence in using new ERP system, demonstrating the ability to unique technology/staff in a mutually beneficial way.
- **Led efforts in modernizing the operation** that relied primarily on manual processes. Grew the IT infrastructure to 6 servers, ERP system, computers and tablets in the shop, and software upgrades.
- **Implemented help desk computer program**, including icons on all computers, that enabled employees to expedite their technical support requests.
- **Currently working with managers to set up KPIs** and create lists of requirements for each department involving system needs.
- **Maintained on-budget and under-budget performance** through controlling costs on hardware, software, rental equipment, telecommunications, and other areas.
- **Drove process of changing company's ISP**, creating comparison chart and providing recommendation to the leadership team. Entrusted by company leaders on additional IT/operations suggestions.
- **Created an internal culture to improve employee morale** per the request of the company president. Developed employee recognition, activities, and awards (Pelican Activity Rewards Team, Pelican Cup). Bridged previously significant divide in the company as a result.

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COMPUSA – North Olmstead, OH – 1999-2003

Software Trainer

Facilitated and delivered software training within CompUSA training centers across the greater Cleveland area.

- **Taught broad range of individuals in a variety of classes**, including Act!, Excel, PowerPoint, Word, Access, QuickBooks, Outlook, and FrontPage.

FORTNEY & WEYGANDT, INC. – North Olmstead, OH – 1994-1999

MIS Manager

Held full responsibility for all technology activities with this General Contractor. Performed system analysis, implementation of new hardware and software, systems/component troubleshooting, software training, and user support functions.

- **Assisted the company president with key IT initiatives**, including database design, management, and training using Access database program and SQL Server.

ADDITIONAL EXPERIENCE

BONITA BAY GROUP – Bonita Springs, FL – 2006-2007

Executive Administrative Assistant

Supported executive-level Senior Vice President/Chief Financial Officer in all administrative-related duties. Presented CEO and Chairman with monthly and year-end reports. Assisted Director of IT with report writing, purchases, and invoice processing of all technology.

ELIAS BROTHERS COMMUNITIES – Naples, FL – 2004-2006

Administrative Coordinator

Provided executive administrative support to 3 owners and VP of Human Resources. Performed mission-critical and time-sensitive projects/reports for executive-level strategic planning. Surpassed expectations with the design of a candidate tracking database for the HR department.

THOMPSON HINE LLP – Cleveland, OH – 2003-2004

Legal Secretary

Offered administrative support to 3 tax attorneys for a large, busy law firm. Coordinated seminars and materials with various participants nationwide. Conducted advanced Internet research and provided reports with Microsoft products and various legal software programs.

EDUCATION & CREDENTIALS

Bachelor's Degree in Computer Information Technology, 2013

Associates Degree in Computer Information Technology, 2011

HODGES UNIVERSITY – Naples, FL

Certifications:

- Network + Certification, current
- A+ Certification, current
- Microsoft Database Administration Certification (expected completion in 1/2014)
- Project Management Certification (expected completion in 1/2014)