

EDUCATION

- CUNY SPS**, New York, NY **September 2019 – May 2022**
- Masters of Business and Leadership
- John Jay College of Criminal Justice**, New York, NY **September 2014 – December 2018**
- Bachelor of Science: Computer Science and Information Security
- Pace University**, New York, NY **September 2013 - May 2014**
- Bachelor of Science: Computer Science

PROFESSIONAL EXPERIENCE

- **Raj Technologies Inc.** New York, NY **05/2020-Present**
- **Infor EAM Senior Business Consultant**
- Provided system based solutions to both MTA B&T and MTA Metro North around the adoption of their new Infor EAM systems.
 - Assisted with the gathering and formalizing of parts and manufacturing data that would eventually promote a more concise PM program within MTA B&T
 - Created documentation surround the FPCA codes from MNR's old system that would translate into their new business process while within their new Infor EAM environment
- **Raj Technologies Inc.** New York, NY **09/2019-03/2020**
- **Senior Business Analyst**
- Assisted with the Signal Department with creating a Test/PMs for their Maintainer
 - Provided training to end users throughout the 5 boroughs on InforEAM and InforEAM Transit App
 - Deployed a campaign with my team to created WOs pertaining to a project dealing with Signal Stop Arm FRA Inspections
 - Wrote policies and processes relating to a sub-project for the Signal Department
 - Created a Roadmap as well as a plan for transition mobile setup and training to their training center to allow Signals employees a reprieve from managing mobile devices and mobile user setups.
 - Provided a workflow of how the system will work end to end, for the Signal group.
 - Worked within a team comprised of over 30 different consultants working on all of MTA Transit's maintenance programs to have them work within the InforEAM environment
- **Infosys International, Inc/Raj Technologies Inc.** New York, NY **08/2017-09/2019**
- **Senior Business Analyst**
- Assigned to the Engineering Foundations EAM for MTA LIRR implementation project, working under LCE, and in cooperation with Advoco, Encada, Bently, and Amey.
 - Created and managed an Asset Registry, with Encada, of all functional and managed assets within MTA LIRR
 - Gathered project requirements for the technical team, and presented the requirements in a manner that was easily consumable for the technical team with key points that allowed them to break down each requirement into parts
 - Implemented an RTM, requirement traceability matrix, to coordinate contract flow and promote success of the project
 - Assisted with Infor EAM implementation and training with Advoco for desktop and mobile application.
 - Defined functionality of the software we were implementing
 - Provided Go-Live and post implementation training to end users ranging from lower level techs to management.
 - Became the primary trainer for the project which included travel to location and providing both desktop and mobile training to all levels of user
 - Lead bi-weekly sprint planning meetings with 3 different teams to insure the our storyboard point were being met
 - Used Trello to capture our individual and team orientated tasks from the overall scope
 - Facilitated meeting with SME for inspection requirement gathering based on their current business process and how the team would implement those inspections in InforEAM
- **MTA Bridges and Tunnels**, New York, NY **05/2015-07/2017**
- **Operations / Business Analyst College Intern**
- Assisted with Fuel monitor system and EZ Pass in the Infor EAM system.
 - Utilized a Computerized Maintenance Management System called Infor Enterprise Asset Management Software and work with Preventative Maintenance and Book Labor on work orders and assets.
 - Provided Fleet (Vehicle Department) with assistance dealing with record keeping, new asset management, and documentation of new and future assets.
- **MTA Bridges and Tunnels**, New York, NY **05/2014-08/2014**
- **IT Intern**
- Used main IT user security protocols to setup up and provide background support for employees.
 - Helped with advanced IT and Computer Desk Services