

ANTHONY L. BEST

291 COUNTY ST. UNIT A
DALY CITY, CA 94014
ANTHONY@ANTHONYBEST.COM
(650) 228-6848

OBJECTIVE

Obtain a position in technical project management and analysis for a company where I can leverage my education in business / marketing as well as my technical skills and experience including data reporting, database architecture and customer service.

EXPERIENCE

Data Analyst, Asset Management Contractor

July 2009 – September 2009

Visa Global, Foster City, CA

- Acted as team lead directing contracted team members in segregation of duties, software licensing standards, and taught best practices and procedures for performing software reconciles.
- Performed data analysis of software deployments reported in IBM Tivoli and MS SCCM products to assets purchased.
- Created MySQL data model used to import Tivoli and SCCM data for reporting and analysis.
- Used advanced MS Excel formulas and scripts in conjunction with a SQL queries to determine proper installation counts.
- Reported findings and compliance statements to management staff upon completion of each vendor's reconcile.

Senior Technical Analyst

October 2005 – May 2009

Turner Construction, San Jose, CA

Role: IT Project Management

- Managed setup and deployment of remote site IT solutions, including identification and strategic implementation of server, telephony, and networking equipment. Worked with site project manager to translate site needs into technical requirements/specifications to meet short deadlines and tight budgets. Created IT-specific policies and procedures to assist in guiding departmental adherence to management expectations.
- Built and maintained relationships with IT and telecommunications industry vendors to ensure responsive support and to assist in negotiation of proper pricing.
- Performed technical analysis, inclusive of desktop, network, and application support, for field and office personnel in four (4) business units across Northern California. Responsible for 150 users locally and 450 users regionally.

Role: Data Analyst

- Created Crystal Reports on IT metrics including reports for hardware inventory, software compliance, departmental accounting and employee utilization.
- Tracked purchase orders and invoices for all IT purchases in Northern California, which totaled to around \$500,000 per year. Submitted status updates to the accounting and management staff weekly.
- Performed data mining against MSSQL and MySQL databases to consolidate into a single database and optimize reporting/data analysis.

APPLICATIONS

Adobe
Dreamweaver
Adobe Photoshop
Crystal Reports
MS Office Suite
MS Project
MS Visio
SharePoint

CRM

FrontRange
Solutions ITSM,
HEAT, Goldmine
SugarCRM

WEB

DEVELOPMENT

CMS
CSS
HTML/XHTML
PHP
SQL
XML/XSL

Databases

MSSQL
MySQL
Oracle
MS Access

OS / Server

Windows Vista/XP
Server 2003/2008
Apache/Tomcat
IIS

Certifications

CompTia Net+
Crystal Reports
ACE
Dell DDET

Awards

2006 Turner Staff
Award

Role: Database Architect and UI Design

- Sole responsibility to develop and maintain web based applications to assist the IT department as well as others.
- Constructed and administered MySQL databases for the IT department which was fed with information from enterprise solutions.
- Used CMS, PHP, CSS, and HTML to build user interfaces for internal and external customers,

Significant Projects

- Designed and developed an internal web suite used in managing documentation and updates of job sites IT specifications and needs, fast-reference for job site support, and user hardware/software access request management. Connected to back-end IT department matrix data for real-time, accurate assignment of active service tags, available hardware, and tied-back to appropriate purchase orders and invoices.
- Created custom Crystal Reports to build a comprehensive inventory of computer hardware and software licenses in support of corporate internal audit. Linked Altiris hardware and software scans to Active Directory users lists, producing a computer by user report. Completed data analysis of Altiris hardware scans over the prior 12 months to determine software license usage against actual licenses purchased

Senior Technical Analyst

July 2002 – October 2006

FrontRange Solutions, Colorado Springs, CO**Role: Technical Support**

- Provided 3rd tier, specialized technical support for CRM products ITSM, HEAT, GoldMine, as well as Crystal Reports to FrontRange clients and resellers. Emphasis on support surrounding database structures, data analysis, and challenges associated with custom environments.

Role: Data Analyst

- Developed, working directly with on-site customer engagement engineering team, custom application-metrics reports for client environments; based custom reports on client-defined functional requirements and measured success against user acceptance testing.
- Created an extensive set of reports to monitor call center metrics as used by the staff, management and executive teams. Provided daily updates to executives and management staff to show team performance against internal metrics used to measure departmental success.

Significant Projects

- Performed upgrade and/or translation of custom reports in support of internal migration from legacy HEAT ticketing application to ITSM. Worked with FrontRange software development team to translate existing data structures into updated format appropriate to data linking based upon proprietary data schema.

EDUCATION

Business / Marketing, Bachelor of Science
University of Colorado @ Colorado Springs

August 1999 – May 2005

Specialized in marketing with a focus in ecommerce. Additional coursework taken with an emphasis on Information Systems and Computer Science.

