John Michael Rice

IT Analyst at Tata Consultancy Services

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Summary

Hello! I'm John Michael Rice. IT Technical Analyst specializing in business process. Experienced with all stages of the development cycle for dynamic web and application projects. Experienced in many programming languages including Java J2EE, SQL, and .NET, and a proven capability to learn new languages on the fly. The common thread of my work experiences were a continual development of my ability to listen to needs and to distill information and prepare highly relevant material to ensure client success.

Experience

IT Analyst for Cisco Capital at   Tata Consultancy Services

February 2013 - August 2016 (3 years 7 months)

  *Ensure SLA across a wide portfolio of applications, in both the Legal and Capital tracks

  *Problem troubleshooting, requirements analysis and ad-hoc system analysis

  *Ensure up-time of both Windows and Unix application servers

  *Strong continual communication across all levels of management

  *SOX compliance and evidence gathering

  *Data analysis and ad-hoc report generation from diverse and sometimes poorly documented systems

  *Defect resolution and user acceptance test facilitation

  *Gathering and dissemination of key performance metrics for highly visible annual campaign held company-wide

Business Development Intern at   Emerson Japan

March 2012 - August 2012 (6 months)

  * Market research and related information surveying

  * Design/consolidation of information for use in overall business strategy and future project planning

  * Concise time management of tasks and deadlines

  * Developed improved system to produce marketing materials using open source software saving $50,000 / 3 years

Manager at   Angelic Whispers Holistic Center

February 2008 - December 2010 (2 years 11 months)

  * Retail, space, calendar and website management

  * Took initiative to learn new technologies to design and develop company website

  * Innovated a new calendar content management system for events using Google API and Flash animation

  * Daily management tasks including inventory maintenance & consolidation

Customer Assistant at   Best Buy

November 2006 - May 2008 (1 year 7 months)

Responsibilities included product placement and service solution recommendations, cash handling, credit
processing, and salesmanship.

Skills & Expertise

BMC Remedy User
Troubleshooting
Java
PL/SQL
Customer Satisfaction
Visual C#
Visual Basic .NET (VB.NET)
Microsoft Office
Software Installation
Microsoft Publisher
Customer Service
Adobe Creative Suite
Eclipse
CSS
XML
Visual Basic for Applications (VBA)
BPMN
HTML
Debian
Windows XP Pro
Windows Vista
Windows 10
Windows 7
SQL
Microsoft Excel
Time Management
HP Quality Center
Toad

Projects

MS Outlook Plug-in Developement for Rapid Support Response

Members:John Michael Rice

Application Support Activities, TCS @ Cisco

For some applications in the portfolio, I noticed some common issues which could be enhanced through
automation. To this end, I researched and utilized open-source language and tools to develop in

VB.NET a COM plug-in for Outlook. This plugin is capable of connecting to various Oracle DBs to pull the investigation data which is then presented in an easy to read way allowing a support agent to respond quickly. The plug-in is capable of generating a spreadsheet from resulting data to make ad-hoc report generation easier. It is also capable of preparing an e-mail response to a given client, to be sent automatically, or presented for review by the support agent before sending. The plug-in thus reduced effort required for common/routine support tasks freeing an agent to focus on other analysis or resolution activities.

HP Quality Center Frontend Replacement

Members:John Michael Rice

QA Project, TCS @ Cisco

During triage meetings using HP Quality Center, I noticed a common pain point among participants was the time required to load a defect to discuss and/or make changes.

To address this, I researched the QC API and developed a spreadsheet empowered through VBA (while learning the VBA language) for two-way communication to the project's defect database. This also required adapting the QC validation code into an excel-friendly implementation to ensure the same validation rules are applied with the same consistency as the tool itself.

The final product was a useful tool for both discussing project defects and making batch adjustments to defects within the project space without the constraints of the normal QC front-end, thus saving valuable time to help meet deadlines.

Third Party Logistics

September 2011 to December 2011

Members:John Michael Rice, Chirantan Deshpande, Viraj Yeleshwaram

Description: An academic mini-project to reflect the modeling of processes that are involved in the functioning of a logistics company. Modeling was done in both BPMN and UML to facilitate exposure in both methodologies

* Analyzed the requirements of the firm and designed a BPMN diagram reflecting all the key processes
* Successfully developed class diagrams, sequence diagrams and use cases in UML
* Overcame the impact of cultural differences that arose within the team
* Declared as one of the best BPMN models in class amongst eight teams of four members each

Education

University of Cincinnati College of Business

Bachelors, Information Systems, 2010 - 2012

Grade: Summa Cum Laude

Activities and Societies: * Battle of Ohio Case Competition

Frankfurt International School

High School Diploma, 1999 - 2003

Languages

English   (Native or bilingual proficiency)

German   (Limited working proficiency)

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Linked in.

1 person has recommended John Michael

"Over the last few year, I have worked extensively with John Michael for several projects. He has been very insightful with his solutions and problem solving techniques. On multiple occasions, we specifically requested his assistance on researching difficult and complex issues since he used his in depth technical knowledge to do excellent root cause analysis. John Michael's approach to stakeholders and critical business users was to explain the situation in their terms and to assure them appropriate actions would be taken to avoid the situation in the future. He consistently went beyond his role to satisfy their concerns and to find the right solution not just the quick one. John Michael clearly communicates and strives to make all his customers satisfied. "

— **Laura McGeever**, *IT Program Manager, Cisco Systems*, worked with John Michael at Tata Consultancy Services

Contact John Michael on LinkedIn