# Anastasia Kwit, M.B.A.

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## INFORMATION TECHNOLOGY ANALYST

A versatile and innovative Information Technology Analyst and Manager with 20+ years of experience directing operational strategies that leverage technology to execute strategic business outcomes, drive organizational transformations, reduce TCO, and maximize ROI for organizations. Notable success in directing a broad range of corporate information technology initiatives and implementing technology solutions that support overall business objectives.

## LEADERSHIP IMPACT

➢ *A trusted systems partner who consistently delivers quantifiable value* by leveraging emerging technology and business insights to optimize value and remain relevant in the marketplace.

➢ *Information Technology strategist with an entrepreneurial mindset* and a contemporary approach to solving diverse business problems through technology innovation, scalability, and reliability.

➢ *A results-driven, decisive leader* who is highly skilled at building stakeholder relationships, managing change, creating measurable procedures, and counseling/developing individuals and teams.

➢ *In-depth expertise in information technology process optimization*, IT security and governance, business continuity, technology procurement, and leading IT projects through the complexities of varying priorities and agendas.

## SIGNATURE COMPETENCIES

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|---|---|---|
| Leadership & Strategies | Integration Management | Communication |
| Policy Development | Requirements Analysis | Data Analysis |
| Project Management | Budget Management | Decision Making |
| Training & Coaching | Strategic Planning | Critical Thinking |
| Operational Insight | Risk Assessment | IT Support |

## PROFESSIONAL EXPERIENCE

*Lions Clubs International, Oak Brook, IL*                                    **Feb 2020 – Jan 2023**

**ASSISTANT MANAGER SUPPORT**
- Managed a team of eight Member Service support representatives.
- Provided assistance to Lion members and leaders for the organization's digital products and applications, which manage membership and officer tasks.
- Built performance dashboards for individual and team performance around RingCentral and Zoom call queues and Zendesk ticket metrics.
- Increased average call answer rate from below 60% to above 80% within four months.
- Cleared persistent backlog of tickets and reduced first response time from over three weeks to under 24 hours.
- International Convention experience supporting the retail store and member service Tech Zone booth.

**SENIOR INFORMATION TECHNOLOGY SUPPORT SPECIALIST**
- Provided technical support as the first point of contact for a 400+ user community.
- Lead liaison for the financial forecasting and budget platform migration from SAP BPC to SAP Analytics Cloud platform.
- Worked with management to identify IT objectives that would improve business outcomes.
- Managed multiple tasks to deadlines.
- Reviewed existing IT systems and internal processes; collected and analyzed data to identify areas for improvement within IT infrastructure.
- Participated in team meetings; provided input on intelligent solutions to improve efficiency.

- Developed, tested, and implemented IT systems to further business objectives.
- Instrumental in troubleshooting and debugging IT systems to ensure error-free functionality and end-user satisfaction.
- Provided supervision to help desk staff during transitional processes, including technical support via telephone and email for internal end users.

*Seven10, Summit, IL*                                                                                                     **Dec 2001 – Feb 2020**

### PRINCIPAL & CONSULTANT

- Provided part-time technology consulting and project management services for individuals and small business environments.
- Services include environment analysis, troubleshooting, training, and procurement.

*Witt/Kieffer, Oak Brook, IL*                                                                                           **Dec 2015 – Jul 2018**

### SUPPORT DESK ANALYST

- Provided level I/II technical support for 200+ users.
- Tested and analyzed IT system and software performance.
- Prioritized and resolved IT concerns and escalated serious issues to relevant stakeholders.
- Avoided service interruptions by performing system installations, updates, and maintenance procedures.
- Prepared training manuals and FAQ materials for easy-access end-user guidance.
- Documented processes and maintained service desk records.
- Collaborated with internal departments to ensure that IT needs were met.
- Partnered with IT Director on video provider transition; managed staff survey and analysis of current vendors; served as project scribe during focus group discussions.

*SMS Assist, LLC, Chicago, IL*                                                                                        **Feb 2006 – Nov 2011**

### COMMUNICATION & TECHNOLOGY MANAGER

- Managed IT operations for staff of 120+ user accounts, mailboxes, hardware, mobile device management, local and SaaS applications, and hosted VoIP system.
- Co-managed Windows Server environment, backups, private cloud, wireless networks, PCs, and printers.
- Established and enforced corporate-wide policies and procedures consistent with IT best practices.
- Defined and analyzed KPIs for the internal operations team, managed service vendors, and improved efficiency.
- Focused on 24/7 uptime of infrastructure, hardware, on-prem, and CoLo Windows servers and applications.
- Purchased and configured user hardware, printers, and mobile devices.

*E.R. Moore, Co., Chicago, IL*                                                                                       **Apr 1996 – Jun 2005**

### CORPORATE TRAINER

- Implemented training for 100+ personnel for the new Oracle system, including presentations, testing, SOP manual writing, and authoring company-wide communication regarding new policies and procedures.
- Partnered with IT staff to document IT and business procedures to improve system conversion strategy.

## EDUCATION & CERTIFICATIONS

Master of Business Administration Degree, IT Strategy & Management *(with distinction)*
*DePaul University, Chicago, IL*
Bachelor of Arts Degree, Communication *(magna cum laude)*
*Loyola University Chicago, Chicago, IL*
ITIL Foundation Certificate, ITIL
Cisco CCNA & CCENT, Routing & Switching
CompTIA A+ and Network+
Microsoft Professional Program: Data Analysis

## TECHNICAL PROFICIENCIES

Jira, Zendesk, MS Office: Word/Excel (Power User)/PowerPoint/Outlook, SAP Analytics Cloud, Data Analysis, Windows