Patricia V. Rollins

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QUALIFICATIONS SUMMARY

- Microsoft certified professional with a strong working knowledge of database system and software application development fundamentals
- Keen ability to troubleshoot situations and produce effective solutions while building solid working relationships with colleagues and customers
- Resourceful and able to work independently to resolve escalated issues in an appropriate and equitable manner for all parties

TECHNICAL SKILLS SUMMARY

Programming Languages: C#, JavaScript, JQuery, AJAX, XAML, HTML, T-SQL, XML

Development Technologies: Visual Studio (2008—2013), ADO.NET, ASP.NET, SQL Server (2005—2012), Entity Framework

Application Frameworks/Architecture: WPF, Windows Forms, Windows Services, WCF, Web Services, MVVM, MVC, CSS, Bootstrap

Software Packages: Microsoft Office Suite including Word, Excel, PowerPoint, Publisher and Outlook

Operating Systems: Windows (XP, 7, 8, 10)

RECENT ACTIVITY

Personal Development (Jun. 2015 – PRESENT)
- Free Code Camp (https://www.freecodecamp.com/patrol7171)
- Lynda.com (http://www.linkedin.com/in/prollins1)

REACH IT Program Graduate - Nov 2014
- Received a scholarship at Central Piedmont Community College through a competitive initiative sponsored by the U.S. Dept. of Labor called **REACH IT** (**R**egional **E**ffort to **A**dvance

Charlotte **IT**)
- Developed skills for writing and maintaining Windows/web-based software business applications; these skills encompass specific application-related concepts such as object oriented programming, Windows operating system environments, ASP.NET framework, ADO.NET entity framework, and the software development lifecycle

Microsoft Technology Associate - July 2014
- Became certified as a Microsoft Technology Associate (MTA)

PROFESSIONAL EXPERIENCE

SQL Sentry, Inc.; Huntersville, NC
2014 – 2016
Technical Support Specialist
- Responded to email and phone inquiries from existing customers within a help desk environment in order to address issues related to SQL Sentry software products
- Utilized existing information from user guides, Q&Aforums, online knowledgebase, and/or internal communications to research and resolve common user issues
- Assisted in troubleshooting performance issues on database servers running SQL Sentry software

Manpower, Inc.; Charlotte, NC
2013
HR Customer Service Rep
- Answered incoming calls from participants of employer-sponsored benefits plans in order to resolve benefits-related issues and assist with benefits enrollment

Aon Hewitt, Inc.; Charlotte, NC
2009 – 2013
Benefits Analyst
- Communicated with benefit plan vendor representatives to verify and confirm data requirements for sending participant enrollment information
- Manipulated spreadsheets and other resources to analyze data related to employee benefits enrollment for quality assurance purposes
- Assisted in transmitting benefits enrollment data to vendors on a scheduled basis using Filezilla, secured email, and website applications

Benefits Administrator
- Provided support and case management for a team of 18+ employees in order to satisfy call center metrics and goals which included customer service, first call resolution, and other internal policies/procedures
- Facilitated training of new representatives on client specific policies and procedures

- Edited and updated content within Microsoft Sharepoint web pages that served as a knowledge base for employer benefits-related information
- Reviewed and interpreted benefit plan rules using a variety of sources (internet, reference materials, web applications, etc) to respond to inquiries from participants and colleagues in a timely manner
- Collaborated with different levels of management to determine best practices for meeting SLA goals based on client needs

Participant Services Specialist
- Answered incoming calls from participants of employer-sponsored benefits plans in order to resolve benefits-related issues and assist with benefits enrollment

Independent Contractor; Charlotte, NC
2006 – 2009
Technical Consultant
Participated in a variety of short term technical support projects including the following:
- Assisting with VoIP installation projects for a major banking chain by assembling PC hardware equipment in order to assist with transition procedures
- Datamapping procedures using Microsoft SQL Server 2005 in order to assist with report migration processes

MICROS Systems Inc; Columbia, MD
2000 – 2006
Help Desk Support Analyst
- Provided product support for restaurant-chain software within Microsoft Windows environments
- Answered incoming customer calls in order to resolve issues regarding MICROS product-specific software and hardware
- Assisted customers with data backup and disaster recovery procedures in order to transfer or restore POS software related files when necessary
- Utilized Laplink software and Remote Desktop for remote access in order to assist customers with advanced procedures that were necessary in resolving software related issues
- Documented phone interactions and solutions using CRM software (Clarify EfrontOffice)
- Assisted with training of new Customer Support Analysts
- Utilized analytical skills to determine the most appropriate solutions in a timely fashion

US Census Bureau; Baltimore, MD
1999 – 2000
Automation Technician
- Maintained automation system equipment for the Baltimore-East Local Census Office (LCO) including computer workstations, printers, server, phones and barcode scanners
- Assisted in training new hires with basic use of automation equipment
- Created technical documents to assist users with use of system software

- Provided technical guidance and resolved issues for all users in the LCO

Hartford Co. Public Schools; Bel Air, MD
1996 – 1999
Fourth Grade Teacher
- Prepared lessons involving specified curriculum objectives
- Managed and maintained a classroom of 25 to 30 students
- Evaluated student performance using a variety of tools, including individual observations and focus groups
- Utilized diverse multimedia devices in a classroom setting

CERTIFICATIONS

MTA - Software Development Fundamentals *(July 2014)*

MTA - Web Development Fundamentals *(September 2014)*

EDUCATION

M.S. in Applied Information Technology (Dec 2007)
Towson University – Towson, MD

B.A. in Education (May 1993)
North Carolina Central University – Durham, NC