

Charles Noel

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269-366-7685

OBJECTIVE

Driven Quality Process Analyst well versed with quality concepts and tools with 2 years of experience in process analysis and product development looking to utilize existing qualifications and transition into IT industry as Junior data analyst at an IT consulting company.

EDUCATION

Indiana State University Terre Haute, IN

Master of Science, **Engineering/Technology Management** Graduation: **May 2015**

Bachelor of Science, **Information Technology** Graduation: **May 2013**

Bachelor of Science, **Finance** (Not Completed): **Dec 2017**

WORK EXPERIENCE

IT Administrative Assistant Jun 17- Dec. 17

Dallas Fort Worth Hospital Council, Irving, TX

- Reviews, scrubs, and standardizes client submitted data files
- Communicates error issues to the Operations Analyst and Director of Information Technology
- Documents errors on a client error report log for future problem resolution processes
- Processed on average five hundred records of client's file from company IT system using excel

IT Business Analyst Trainee Aug. 15 - Nov. 15

ASTA CRS, Ashburn, VA

- Collaborated with team members to define project **scope**, project **risks**, and determine appropriate **SDLC** methodology for assigned projects
- Gathered **requirements** to conduct feasibility study of projects
- Analyzed and reviewed **User Stories**

Graduate Assistant Aug. 14 - May 15

Indiana State University College of Technology, Terre Haute, IN

- Assessed students' work on course website which increased ability to evaluate work performance
- Handled technical difficulties students experienced when using course website which increased troubleshooting abilities
- Lead class discussion which improved overall ability to facilitate group meetings

TRAINING AND CERTIFICATION

American Society of Quality (ASQ)

- Certified Quality Process Analyst (**CQPA**) Dec. 2015
- Completed training towards the Certification exam for the Six Sigma Green Belt (**CSSGB**) Dec. 2015

Association of Technology, Management, and Applied Engineering (ATMAE)

- Certified Technology Manager (CTM) Dec. 2014

KEY SKILLS & KNOWLEDGE AREA

Accounting Principles Analysis Lean & Six Sigma concepts Statistical

Project Management Best Practices
Analysis
Reliability Engineering
Tools

Quality Assurance
Research Methods

Engineering Economic
Business Processing

SOFTWARE SKILLS

Operating Systems (Working Knowledge)	Windows XP/Vista/7/10, UNIX, MAC OSX
Languages (Limited Proficiency)	SQL, HTML, JavaScript, C++
Database (Limited Proficiency)	SQL Server, MS Access, My SQL, TOAD interface, Oracle
Analysis/Testing/Reporting Tools (Limited Proficiency)	Cognos , SPSS, Minitab
Project Methodologies	Agile, Waterfall, Rapid Application Development (RAD), Joint Application Development (JAD), UML
Documentation Tools (Working Knowledge)	MS Visio, MS Office Suite (Word/Excel/Power Point)
Modeling Tools (Limited Proficiency)	MS Visio, MS Project