Ross Parsons
Brooklyn, New York, USA
ross.parse@gmail.com

Summary of Qualifications:

- ➢ 10 years assisting and supporting Information Technology departments
- ➢ 8 years of experience working with Databases and MySQL for Business Reporting
- ➢ 5 years leading and coordinating Information Technology projects

Professional Experience:

Rear View Safety

Brooklyn, New York   **July 2019 to Present**

Business & Computer Systems Analyst
Provided planning and insight to optimize business operations with an upgraded IT infrastructure

- Oversaw computer system needs for large fulfillment project while developing software to track thousands of customer orders and information for over 70,000 vehicles
- Implemented novel tax service software into internal ERP system to accurately calculate tax obligations and reduced monthly filing time by 50%
- Coordinated and designed multiple third-party API integrations into our business software while working closely with developers
- Assisted in planning and executing successful server migration without any data loss and minimal downtime for both internal and external users
- Reduced order processing time 75% by redesigning warehouse computer systems and layout to be more efficient while packing and scanning orders into the system
- Integrated Operation's shipping software with ERP software to properly track inventory control and provide cost analysis systems

Seon Design

Vancouver, British Columbia   **June 2013 to June 2019**

ERP Implementation
Responsible for the integration and training of multiple company's employees on SEON's ERP Software

- Travelled on-site numerous times assessing company's requirements to best setup their ERP environment and provide adequate training
- Familiarized myself with the documentation and capabilities of the ERP software to best train Operations, Production, and Service on use cases
- Wrote multiple user guides and provided webinars to ensure the companies had adequate documentation to reference after training
- Learned company's product lines and customizability to setup the ERP software accordingly

Operations Business Systems Support

Headed multiple software design projects from start to finish to ensure warehouse shipping and inventory accuracy

- Coordinated with supervisor and senior management to derive requirements and create software programs to limit shipping errors and inventory discrepancies
- Created installation guides, user manuals, and training plans to teach managers and material handlers on the use and maintenance of the software
- Shadowed the users of the software and documented their work flow to identify potential problems and areas to improve efficiency

Software Engineer (Contracted)

Tasked with testing acquired company's facial recognition software and benchmarking against similar software

- Benchmarked software against industry leaders such as Amazon Web Services, Microsoft Azure, Google Cloud Platform, and Facebook's Detectron
- Documented the software's abilities based on SEON's requirements and showcased this to upper management
- Educated myself on COBAN's Redact software and SEON's MAX View to increase accuracy of benchmarking results

Tusculum University

Tusculum University Tutor Center

Greenville, Tennessee   **August 2016 to May 2017**

Computer Science & Business Tutor

Provides tutoring to all Tusculum University students

- Selected by faculty of the Information Technology Department to be the sole Computer Science/Information Technology tutor for Tusculum University
- Assisted the Business Department in tutoring courses related to Accounting, Probability and Statistics, and Management during busy periods

Current Education:

Bachelor of Business Administration, Concentration in Information Technology at Tusculum University
August 2013 - May 2017
Tusculum University, Greenville, Tennessee

- Four years on Athletic Academic Honor Roll
- Four years on Dean's List
- Graduated with Honors
- GPA: 3.62

Leadership and Community Service:

- Coach and assist with multiple youth lacrosse teams throughout the year
- President of the Tusculum University's Student Athletic Advisory Council
- Designed Tusculum University's School of Business Website
- Three-year Captain of Lacrosse team at Tusculum University