

Cheronda Mollicone

Production Support Analyst

Profile

Dedicated Production Support Analyst with 1 year of experience in providing exceptional technical support and ensuring smooth operations in fast-paced environments. Proficient in troubleshooting, root cause analysis, and incident management, with a strong foundation in software development and system administration. Adept at collaborating with cross-functional teams and excelling in high-pressure situations to deliver timely and effective solutions.

Employment History

Production Support Analyst at Morgan Stanley, NY

Mar 2023 - Present

- Successfully reduced system downtime by 30% through proactive monitoring and timely resolution of critical incidents, resulting in increased productivity and reduced operational costs for Morgan Stanley.
- Streamlined incident management process, leading to a 25% increase in efficiency and enabling faster resolution times for high-priority issues, thereby minimizing the impact on business operations.
- Implemented process improvements that led to a 20% reduction in recurring incidents, enhancing overall system stability and contributing to improved client satisfaction levels for Morgan Stanley.

Associate Production Support Analyst at Goldman Sachs, NY

Sep 2022 - Feb 2023

- Successfully resolved 95% of critical system incidents within the target time frame, ensuring minimal disruption to business operations and maintaining high client satisfaction.
- Streamlined and optimized the incident management process, reducing the average time-to-resolution by 30% and increasing overall efficiency in the Production Support team.
- Identified and implemented system improvements that led to a 25% reduction in recurring incidents, resulting in increased system stability and reduced support workload.
- Played a key role in the successful migration of a major application to a new platform, completing the project on time and within budget while ensuring zero downtime for end-users.

Certificates

ITIL Foundation Certification

Apr 2022

Certified Production and Inventory Management (CPIM)

Aug 2020

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Education

Bachelor of Science in Information Technology at New York University, NY

Sep 2017 - May 2022

Relevant Coursework: Database Management, Cybersecurity, Network Administration, Web Development, Data Analytics, Cloud Computing, Software Engineering, Artificial Intelligence, and IT Project Management.

Links

[linkedin.com/in/cherondamollicone](https://www.linkedin.com/in/cherondamollicone)

Skills

SQL

Python

Tableau

JIRA

Splunk

Linux

Git

Languages

English

Bengali