

# Jonathan Dove

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## IMPLEMENTATION ANALYST

Proven Implementation Analyst with extensive experience in troubleshooting, data processing, and verification within the Financial Services industry. Collaborate effectively with peers, customers, and management to execute corporate initiatives and exceed customer expectations.

## CORE COMPETENCIES

Data Entry | Troubleshooting | Testing | Verification | Customer Service | Training | Leadership | Quality | Cross-Functional Team Participation and Leadership

## TECHNICAL SKILLS

Access | Photoshop | Text Editors | JavaScript | SQL | C++ | Python | XML | HTML | Microsoft Office | Agile

## EXPERIENCE

**FISERV**, Hazelwood, MO

June 2004 - April 2020

**Implementation Analyst**, June 2013 – April 2020

Performed data entry and verification.

- Facilitated dialog between Account Management and Development Team.
- Performed troubleshooting for data and process path to ensure timely completions.
- Tested new processes and upgrades to established programs, resulting in improved workflow efficiencies.
- Ensured high accuracy and timely delivery, maintaining high customer expectations.
- Updated documentation to further streamline workflow for team members.
- Helped complete several large projects and onboard multiple clients.

**Production Specialist**, July 2004 - June 2013

Assisted in supervisory role.

- Performed machine insertion and hand insertion tasks.
- Trained new hires and current employees on new procedures.
- Trusted by management to complete specialized jobs.
- Maintained high standards of quality and accuracy.

## EDUCATION / CERTIFICATION / PROFESSIONAL DEVELOPMENT

**Junior Developer Boot Camp**, Savvy Coders

Capstone is a single page application built in javascript by utilizing HTML and CSS. Psuedo Game store webpage built to help players interact and connect and can be upscaled for use in an actual game store website.

**Agile Certification** – 04/2020

**Associate of Applied Science (AA), Veterinary Technology**

Bel-Rea Institute, Denver, CO