

# GINA FLANAGAN, MBA

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## BUSINESS ANALYST/MANAGER & SENIOR LEVEL PROGRAMMER

BUSINESS ANALYSIS ~ ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE ~ IT PROJECT MANAGEMENT

A professional with a **Master of Business Administration (MBA)**, a career history of managing **Database Administration (DBA), Programming, and Systems Administration Projects/Operations**, and a track-record of training/managing technical and business teams to continue in a senior technical leadership role with a progressive organization. Able to configure/implement/integrate/automate processes, systems, and databases, manage backups, updates, and migrations, administer budgets, and effectively analyze statistics to develop workplans and successfully exceed performance objectives.

Database Administration Management ~ Quantitative Statistical Analysis ~ Multivariate Analysis ~ Project Management ~ Testing Accounting/Budgeting ~ Profit Analysis ~ Technical Training ~ Talent Management ~ Systems Automation ~ Programming Reporting Systems/Processes ~ Data Queries ~ Technical Writing (*Procedures/Workflows*) ~ Data Management ~ Quality Assurance

### Technical Skills

IBM Cognos Report Studio ~ SQL Server Reporting Services (SSRS) ~ SAP ~ SAP ERP ~ Active Directory ~ Oracle ~ MySQL  
WordPress ~ HTML ~ Adobe (*Creative Suite, Photoshop, Premiere Pro, After Effects*) ~ Visual Studio ~ Tableau ~ Pivot Tables  
Enterprise Resource Planning (ERP) ~ MS Office (*Word, Excel, Access, Outlook, PowerPoint*) ~ Router Configuration

## CAREER HISTORY

### **DATABASE/SYSTEMS ADMINISTRATOR AND PROGRAMMER ANALYST**

10/2013 – Present

PORT ARTHUR INDEPENDENT SCHOOL DISTRICT: Port Arthur, TX

Steered information technology (IT) projects and operations for 17 branch offices and three executive departments (business office, HR, and special populations) while maintaining a multiple database system environment and planning, designing, developing, implementing, and maintaining technology programs/applications.

### HIGHLIGHTED ACHIEVEMENTS AND PROJECTS

- **Designed a Scorecard Using Microsoft Access and Visual Basic Coding Skills** that tracked/measured employee performance and ultimately surged productivity.
- **Project Lead: MIS Knowledge Base Completion That Successfully Reduced Technology Support Requests and Increased End User Satisfaction.** Authored and distributed extensive documentation manuals to clients using Google Sites and configured navigations/permissions.
- **Simplified Academic Planning** by configuring and implementing the career planner for online student course requests.
- **Selected as the IBM Cognos Administrator for the Organization.** Scheduled, installed, and configured the software, managed/transferred archived data into Cognos, ensured system security, and administered content and servers while serving as the primary contact for all departments throughout the deployment.

### HIGHLIGHTED RESPONSIBILITIES

- **Steered IT Systems, Software Development, and Database Administration (DBA) Projects** throughout their lifecycles to meet evolving business/operational objectives and timelines for various branches in the organization. Developed project plans, scopes, and schedules, analyzed processes, and designed/wrote code for software development.
- **Performed Systems Analysis and Testing to Design/Program/Implement Technology Solutions** that ensured ongoing operations of systems, applications, and databases across the organization while meeting the needs/requests of each user.
- **Oversaw Database/System/Server Backups, Software Upgrades, Data Retention Strategies, and Systems Patches,** managed/scheduled integration processes in MYSQL Server Management Studio, and maintained program specific documentation libraries using Microsoft SharePoint.
- **Developed and Generated Customized Technical Reports and Dashboards for Numerous Clients in Eight Branches Across the State.** These included **Compliance Reports** to audit complex data for accuracy, integrity, and compliance with government mandates, **SQL Reports,** and **PEIMS Reports.**
- **Imported, Analyzed, and Automated Data From 25+ Vendors** (private/public/governmental entities) **Across the District.**
- **Protected Organizational Intelligence by Overseeing IT Information Security Protocols and Internal Control Policies,** granting systems access/resources to authorized personnel, and proactively identifying/resolving security roadblocks.
- **Wrote Technology Training Materials** that communicated technical standard operating procedures (SOPs) and best practices to staff members of diverse technology abilities/skills.

## DIRECTOR OF CAREER AND TECHNICAL EDUCATION

9/2011 – 11/2013

BOB HOPE SCHOOL: Port Arthur, TX

Oversaw systems and database administration operations while directing the development/implementation of curriculums to educate students on information technology/computer science. *Acquired Certification in Career and Technology Modules and Selected to Attend TCEA on Behalf of the Organization.*

### HIGHLIGHTED ACHIEVEMENTS AND PROJECTS

- **Promoted to the Role as a Result of Technical Expertise, Leadership, a Commitment to Computer Science/ Information Technology, and Professional Integrity.**
- **Developed and Delivered Training on Technical Tools, Applications, Databases, Processes, and Software** to staff members across the organization.
- **Served as the Information Technology System, Application, Networking, and Database Administration (DBA) Subject Matter Expert (SME) and Primary Point of Contact** throughout the entire institution. Translated technical language/processes for non-technical audiences and resolved questions and issues with diplomacy and timeliness.
- **Administered the Website** to engage web visitors/traffic while delivering clear and concise messages to diverse and broad audiences. Built and updated landing pages, captured/insert high-quality photos into the site, implemented web features and enhancements, defined site structures, performed updates, monitored web quality (load times/performance), diagnosed and resolved web issues, and ensured a strong web presence with tagging, SEO keywords, and metadata.

### HIGHLIGHTED RESPONSIBILITIES

- **Managed Information Technology Systems/Databases** to ensure continuous technical operations across the organization. Delivered support throughout memory upgrades, researched/recommended/installed new software applications, troubleshot issues, and maintained network security.
- **Maintained the Active Directory Infrastructure.** Managed user accounts/security groups, created and maintained objects and domain controllers (i.e. DNS), and ensured seamless information retrieval by only authorized users.
- **Oversaw the Delivery of Instruction to Teach High School/Middle School Students Numerous Computer Science Courses, including Digital Media-Bus I-BusII- Project Management-Hardware Troubleshooting PCS, Oracle (11g Express), Database Design, Digital Media –Adobe After Effects.** Designed curriculums/lesson plans, selected course materials, supervised regulated tests (SAT/STAAR), and administered digital midterms using ExamView.
- **Sourced, Secured, and Allocated Technical Resources/Software Applications** across the organization while remaining within budgets. Assisted with the installation and integration of SchoolVUE across the organization, capitalized on free trials for software, and managed the distribution of mobile/technical devices to students and faculty.

## DATABASE ADMINISTRATOR

11/2008 – 8/2011

DIOCESE OF BEAUMONT: Beaumont Texas

Administered databases and servers for branches and operations to organize, store, and protect critical information across the diocese while resolving performance/capacity issues, completing database backups/recoveries, managing supply inventories, supporting event planning, leading business/financial activities, and ensuring ongoing 24/7/365 operations.

- **Designed, Configured, Updated, and Managed Databases** to meet business and user needs across the organization. Installed upgrades and server packs, managed security rights and permissions, enforced database procedures, developed system testing strategies to identify/analyze complex technical issues, created queries for special reports, designed tables/indexes/ stored procedures, and troubleshot/resolved database issues.
- **Oversaw Financial and Accounting Activities.** Performed grant account budgeting, prepared ad-billing disbursements, and processed and logged cash/check deposits.

## EDUCATION

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### MASTER OF BUSINESS ADMINISTRATION (MBA)

LAMAR UNIVERSITY: Beaumont, TX, GPA: 3.71 / 4.0:

*Coursework Included: Quantitative Statistical Analysis, Multivariate Analysis, Cost Volume Profit Analysis, and Leadership*

### BACHELOR OF BUSINESS ADMINISTRATION (BBA): MANAGEMENT INFORMATION SYSTEMS (MIS)

LAMAR UNIVERSITY: Beaumont, TX

## CERTIFICATIONS

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Certified Digital Educator, Technology Applications EC-12, Generalist 4-8, and Region 5: Beaumont, TX