

NICHOLAS T. BATTAGLIA

1975 Delaware Avenue
Buffalo, New York 14216

Cell Phone: (716) 430-7309
nickybatts@gmail.com

PROFESSIONAL SUMMARY

Accomplished Information Technology Analyst with diverse experience in many aspects of Information Technology with a strong background in web development, customer service, and collaboration.

Technical Experience:

Programming: ColdFusion, ASP.NET, XML, DHTML, CSS, Java, JavaScript, SQL, Python, Ruby
Computer Software: Macromedia Studio, MS Office, Adobe Creative Suite, MS Visual Web Developer
Operating Systems: Win9X/NT/XP/2000/Vista, LINUX, DOS, VAX, UNIX, MAC

Management Skills:

- Creating/Tracking Project Schedules
 - Strategic Planning
 - Process Improvement
 - Change Facilitation
 - Problem Solving
 - Decision Making
 - Communication
 - Budgeting
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PROFESSIONAL EXPERIENCE

TELPERION SOLUTIONS GROUP, Buffalo, New York

2006 - Current

Information Technology services company that provides outsourcing and project work across Western New York to clients in education, healthcare, and government.

Information Technology Specialist

Part of a team that performs duties and responsibilities related to the implementation, maintenance and supervision of various computer systems including telecommunications, networking, software applications, and web based solutions.

- Assisted specialized software implementations to meet individual requirements of special needs children.
- Supported 1600 users and over 600 computers in a help desk capacity.
- Created various web forms to reduce reliance on paper based systems and increase overall efficiency.
- Successfully coordinated several large software rollouts to over 500 end-users.
- Created and maintained company intranet which resulted in increased communication and productivity.
- Assisted in the production and editing of numerous large-scale DVD videos for commercial and internal use.

FEDERAL RESERVE BANK OF NEW YORK, BUFFALO BRANCH, Buffalo, New York

2003 - 2006

Working within the Federal Reserve System, the New York Fed implements monetary policy, supervises and regulates financial institutions, and helps maintain the nation's payment systems.

Information Technology Support Analyst A

Part of a collaborative team environment that was tasked with developing Coldfusion applications to meet a wide range of business needs from economic trend analysis to in house training. Also used advanced knowledge of systems analysis to implement and support branch-wide technical solutions. Assisted in the maintenance of the branch equipment infrastructure, including workstations, printers, and server, while providing technical support to the branch users.

- Created and maintained websites for use on the branch Intranet and World Wide Web.
- Managed and oversaw major computer upgrade for all branch users.
- Developed several important economic survey applications used for gauging the local economy.
- Analyzed development practices; streamlined the development process using current development trends.
- Assisted downsizing efforts by decommissioning unused equipment.

PROFESSIONAL EXPERIENCE (CONTINUED)

B&L MEDICAL SUPPLY CO., Buffalo, New York

2002 - 2003

Provides technology solutions that allow radiologists to access radiological images remotely over the internet.

Software Applications Specialist

Tasked with managing business relationships to ensure shared understanding and support of customer direction and strategy. Communicated frequently with key stakeholders in various customer and company forums to ensure clear understanding of line of business needs and requirements, in addition to serving as a key coordination point to manage the exchange and implementation of critical information and decisions between business owners and company technology staff. Additionally supported, maintained, and setup customer networks when necessary.

- Team member involved in project to redesign and refurbish company web site.
- Supported, assisted, and organized network installs to hospitals and imaging centers across the North East.
- Created and reviewed numerous presentations and proposals for client deliverables and internal educational materials.
- Maintained the company Virtual Private Network (VPN); managed the capabilities of the VPN based upon research of actual work groupings.

ELECTRONIC DATA SYSTEMS, Rochester, New York

2000 - 2001

EDS is a leading global technology services company delivering business solutions to its clients.

Project Management Intern

Assisted with and executed project work plans and revised as appropriate to meet changing needs and requirements. Identified resources needed and assigned individual responsibilities. Helped manage day-to-day operational aspects of a project and scope and review deliverables prepared by team before passing to client.

- Optimized large databases to enhance information integrity and effectiveness.
- Worked to manage company wide effort of customer PBX upgrades.
- Team member involved in developing problem solving strategies used in the maintenance and troubleshooting of major networking equipment, and the coordination of team efforts.

EDUCATION

Rochester Institute of Technology

B.S. - Management Information Systems, May, 2002

PROFESSIONAL DEVELOPMENT

Rochester Institute College of Business - *Web Development Club*

Macromedia MAX - *Web Developer Conference*

Knights of Columbus - *Web Master*