Gil Nonfodjie

gilaba007@gmail.com | Richmond, VA, USA | linkedin.com/in/gil-nonfodjie-b84833123/

WORK EXPERIENCE

Oracle   **Dec. 2021 - Present**
Senior Systems Analyst   *Remote*
- Utilized remote support tools to assist end-users, upgraded and configured system software, maintained user accounts, and trained end-users on workflows for various applications.
- Troubleshot and resolved technical problems involving Cerner EHR software along with printer, network equipment and general computer application questions.
- Provided tier II and cross-functional support, collaborating with other service technicians to escalate and assist in the repair of servers, workstations, and medical monitoring devices.
- Conducted daily follow-ups with end-users for process improvement and to facilitate closure of tickets assuring communications and logs were documented accurately through our ticketing system to ensure SLA compliance.

Cigna   **May. 2021 – Dec. 2021**
Licensed Insurance Agent   *Remote*
- Assisted with implementation of new click to chat feature: troubleshot issues, compiled daily reports on the system and lead a team of 11 others throughout this process.
- Provided feedback and guidance on marketing campaigns, plan operations and delivery system issues.
- Analyzed lead data in Salesforce to identify potential customers, increasing conversions by 30%.

Medical Mutual of Ohio   **Oct. 2020   – Apr. 2021**
Licensed Insurance Agent   *Remote*
- Informed customers of benefits and services provided by various plans with a 44% enrollment rate and followed up with customers via email to ensure satisfaction.
- Responded to a high volume of inbound calls, customer inquiries, and provided appropriate solutions while building and maintaining customer relationships.
- Achieved and exceeded monthly sales goals by 20% while also earning top salesmen in December 2020 and January 2021.

Studio Center   **Dec. 2019 – May. 2020**
Business Analyst   *Virginia Beach, VA*
- Utilizing Tableau, built custom data visualizations to analyze sales data, identifying key categories for process improvement.
- Created SEO content for blogs, social media accounts and company websites, leading to an increase in user engagement.
- Built interactive dashboards using Power BI to visualize market trends, allowing stakeholders to identify areas for business growth and improve decision-making.
- Collaborated with business stakeholders and developers; brainstorming, interpreting and evaluating requirements to align with end-to-end business operations.

EDUCATION

Old Dominion University
Bachelor of Business Administration   *Norfolk, VA*

SKILLS & INTERESTS

- **Certifications:** Google IT Support (2024); CompTIA A+ (2024)
- **Skills:** Microsoft Office Suite; Data Entry; Salesforce; Research and Data Analytics; Power BI; Tableau; SQL; Active Directory; EHR; ITIL & IT Service Management; Technical Support & Troubleshooting; Project Management; Software & Hardware Installation; Data Security & Privacy; Remedy; Windows OS; Citrix; PowerShell; Python; Saas; Business Analytics
- **Interests:** Anime; Manga; Football; Basketball; Card Tricks; Video Games; Cooking; Jigsaw Puzzles