

Summary

Energetic individual and team contributor and leader with exceptional problem solving, process improvement, critical thinking and written/verbal communication skills. Functional experience includes Microsoft Office, Microsoft Dynamics CRM, MSSQL querying, HTML & CSS programming, top escalation customer service, customer interface and direct training, people management and complex project management.

Objective

To join a challenging, dynamic and customer-centric team where my project management, customer service, programming, writing and people motivational skills can be leveraged to achieve greater Company success.

*Note - I am relocating in January of 2012 and pursuing long-term opportunities in the greater Seattle area.

Related Experience

Technical Analyst

ACCESS International

Cambridge, MA

June 2010 - Present

- ❑ Provided exceptional customer support and acted as a customer advocate for application support and guidance on best practices for a suite of desktop and .NET software applications.
- ❑ Maintained a high level of customer contact and facilitated customer communications to foster the use of the applications within organizations.
- ❑ Created standard and customer specific instructional documentation as well as operational best practices and special features documentation.
- ❑ Managed all assigned deliverables and tasks for a range of customer and company projects.
- ❑ Researched and resolved multiple customer issues utilizing SQL and other database tools.

Network Support Associate

Wainwright Bank & Trust Company

Boston, MA

November 2005 – June 2010

- ❑ Increased New Hire/Change/Termination process efficiency and accuracy through documentation and identifying opportunities to stream-line process.
- ❑ Participated in implementation of systems security documentation, monitoring and maintenance under PCI compliance guidelines as well as SOX and GLBA regulations.
- ❑ Collaborated in upgrade of internal intranet software and participated in transition of external websites to new internet hosting company, which saved the Bank 58% annually.

Other Experience

Freelance Stage Manager

Boston, MA

May 2005 – Present

Full theatrical resume available upon request.

- ❑ Collaborated with many Boston-based theatrical groups to plan and execute successful productions including:

THE SECRET GARDEN

Dir. Kaitlyn Chantry

Cambridge YMCA

The Longwood Players

YOU'RE A GOOD MAN, CHARLIE BROWN

Dir. Kaitlyn Chantry

Cambridge YMCA

The Longwood Players

NINE: The Musical

Dir. Kevin Kline

Cambridge YMCA

The Longwood Players

THE HEIDI CHRONICLES

Dir. Catherine Bertrand

Cambridge YMCA

The Longwood Players

LOOK BACK IN ANGER

Dir. Gabriel Kuttner

The Factory Theatre

The Orfeo Group

ANGELS IN AMERICA

Dir. Jason Southerland
& Nancy Curran Willis

Roberts Theatre (BCA)

Boston Theatre Works

IMPORTANCE OF BEING EARNEST

Dir. Kaitlyn Chantry

Cambridge YMCA

The Longwood Players

ARCADIA

Dir. Marc S. Miller

Cambridge YMCA

The Longwood Players

DIDO & AENEAS

Dir. Chen Shi-Zheng

Majestic Theatre

Handel & Haydn Society

GAGARIN WAY

Dir. Brendan Hughes

Roberts Theatre (BCA)

The Súcán Theatre

- ❑ Created and maintained schedules & conducted correspondence, including daily reports to production staff, director, designers, and actors.
- ❑ Scheduled and coordinated production meetings, rehearsals, technical rehearsals, and performances.
- ❑ Productively operated under AEA and IATSE union rules as needed and directed by contract.
- ❑ Executed cues accurately during performance and ensured that the quality and integrity of the production was kept consistent from opening night until closing performance.

References available upon request.

35 Whitman Street, Flr 1
Somerville, MA 02144

AB Commendatore

Technical Analyst

(508) 685-5429
abcommendatore@gmail.com

Related Skills

Interpersonal Communication, Customer Service, Documentation, Instructional Writing, Attention to detail, Scheduling. Proficient in Excel, Word, PowerPoint, Microsoft Dynamics CRM, HTML, CSS, Dreamweaver, WordPress, Photoshop, various Google tools and applications, Social Media & Online Research, SQL Querying, Crystal Reports. Typing (70 - 75+ WPM).

Education

Bachelor of Fine Art: Production/Stage Management
Emerson College

Boston, MA

May 2005

References available upon request.