

Eva Bugaric

Education

- 2001-2005 **Sheridan College**
- **Systems Analyst Diploma - Graduated with honours**
- 2014 **WCF, Web API and SignalR Services for .NET**
- 2012 **Internet Information Services (IIS) 7.5 for Windows 2008**
- 2011 **ITIL V3 Foundation Certificate in IT Service Management**
- 2011 **Digital Photography Course Levels I & II, Sheridan College**
- 2010 **AMANDA Product Support Specialist Certificate**
- 1999 **Applied Photography, Sheridan College**

Qualifications

- C# .NET, JavaScript, Java, ASP/VB.NET, XML, HTML, MS SQL, ORACLE
- Crystal Reports, Toad, SQL Server, Yellowfin BI
- Effective and accurate testing and debugging skills
- Committed to providing excellent customer service
- Able to manage many responsibilities without compromising quality
- Proactive approach to problem solving and user experience enhancement

Experience

- 2008–2015 & 2017 - Present City of Burlington Burlington, ON
- Application Analyst & Web Administrator**
- Provide technical expertise in maintaining corporate wide critical applications - performing system upgrades, determining impact of new releases, developing new functionality, fine tuning configuration and 3rd party integrations. Core systems include Class (P&R and POS), AMANDA, Alphinat E-Forms, eSolutions E-Commerce Adapter and ServiceDesk.
 - Identify and recommend opportunities to improve application usage and end user efficiencies by providing expertise on application capabilities, configuration and best practices.
 - Maintain application documentation (troubleshooting, known bugs, how-to's, dataflow/use case diagrams, infrastructure diagrams).
 - Work with end users to plan, create, test, and deploy business needs by translating business requirements into technical requirements.
 - Developed the e-commerce connector using the eSolutions platform used for our online services to take in payment and update our core applications.
 - Develop and support system integration between applications using database/programming languages (e.g. ORACLE, SQL, C#, .NET, XML). Integrations include e-commerce and B2B.
 - Web Server Admin: IIS/Tomcat configuration and administration, responsible for maintaining many internal/external websites and their web servers, source code, SSL and domain management.
 - Develop reports using Crystal Reports in both Oracle and SQL Server.
 - Engage with vendors for support, upgrades and escalation issues.
 - Provide technical support, develop user training and application documentation, and conduct training for staff.
 - Create communication pieces to keep our user base and management informed of new implementations, initiatives and issues.

2015-2017 City of Hamilton

Hamilton, ON

Application Support Analyst & Programmer

- Provide technical expertise in maintaining the AMANDA application (People, Property, Permit, Planning, and Licensing).
- Developing new functionality and workflows within AMANDA, fine tuning configuration and 3rd party integrations, experience working with BizTalk integrations.
- Identify and recommend opportunities to improve application usage and end user efficiencies by providing expertise on application capabilities, configuration and best practices.
- Maintain application documentation (troubleshooting, known bugs, how-to's, dataflow/use case diagrams, infrastructure diagrams, training materials).
- Work with end users to plan, create, test, and deploy business workflow needs by translating business requirements into technical requirements.
- Develop reports using Crystal Reports and Yellowfin Business Intelligence.
- Engage with vendors for support, upgrades and escalation issues.
- Provide technical support, develop user training and application documentation, and conduct training for staff.
- Create communication pieces to keep our user base and management informed of new implementations, initiatives and issues.
- Revamped the AMANDA Help Desk process and enhanced the existing application to better track and serve staff requests and incidents.

2015-2015 St. Joseph's Healthcare Hamilton

Hamilton, ON

Application Analyst & Programmer

- Web development of custom built in-house applications using ASP .NET, C#, Javascript, JQuery, JSON and MS SQL Server.
- Designed and developed a solution to replace a tedious and time consuming manual multi-stage process for product import (originally done in excel).
- Maintain the Psychiatric Emergency application by gathering business requirements, coding and then implementing new enhancements, change requests and bug fixes. Maintain user documentation and train users on new enhancements.

2006–2008 Turnford Systems Inc.

Burlington, ON

Web Developer

- Develop and maintain custom developed web applications using Microsoft Visual Studio, ASP.NET, and C #, HTML, XML, Visual Source Safe.
- Participate in the scoping, estimation, design and decision making process (SDLC). Build functional and technical specs. Produce technical and user documentation.

References

- Available upon request