

**Thomas Cipriano Boyertown, PA 19512**

**Objective: To obtain a full-time position in Information Technology or the Human Resource Management field.**

**2004 to 2009 Consultant for the past five years. (Wyeth/Pfizer, Shire, SAP, Knoll, and Vanguard)**

**January 2011 – Present Comcast (Full-Time) Boyertown, PA**

Technical Support-WAH

✓ **Major Accomplishments:** Support Business Class customers (Central Division Michigan Indiana, Illinois, Tennessee, Virginia, South Carolina, Georgia, Alabama, Mississippi Kentucky, Arkansas, Louisiana and Florida) work with numerous systems and applications. Troubleshoot networking issues, also support Business Class Voice and TV. Telnet troubleshooting appliances on the network configure security cameras/dvr, port forwarding. Assign public/private ip address in gateway. Email setups imap-pop3 issues. Web hosting domain name setup on business class portal. Explain phone portal setup and troubleshoot phone issues. Create numerous tickets in BMC Remedy. Build Static IP's Block of 1,5, and 13. Work with ACSR, Comtrec/AWD, DST, Watchtower and more. 2012 National Incentive F.A.R program for the fiscal month of July winner. Handle up to 50 technical troubleshooting calls in an 8-hour day.

**2008-2009 Wyeth/Pfizer Biotech (Consultant) Collegeville, PA**

SRC Coordinator-Document Management

✓ **Major Accomplishments:** Vaccines Wyeth Biotech TO&PS (Technical Operations & Product Supply) Wyeth BES-(Biotech External Supply) 13V Drug Product Prevnar 13-valent pneumococcal conjugate vaccine (13v PnC Use Acrobat 7.0 with Compose and ISI Toolbox plug ins. Attended SRC 101 and 201 training @ Wyeth in Pearl River, NY & cGMP (21 CFR Part 11) in Andover, Mass. Worked on highly confidential technical documents diagrams and blueprints for the manufacturing process of prevnar 13v and all of the conjugates at the different manufacturing locations.

**2007-2008 Shire Pharmaceuticals (Consultant) Wayne, PA**

SAP SRM Analyst

✓ **Major Accomplishments:** Created over 1 million dollars worth of Shopping carts in a 2 month time frame to get a backlog of vendors paid which were over 60/90 days delinquent Handled all PR/PO's in SAP SRM application. Working with Human Resources, Procurement & Accounts payable to revamp and streamline the payment process. Also using Recruitment Management Application called Projectix First Advantage to enter and modify Job Requisitions thru the hiring process. Created and tracked numerous Ad hoc reports in SAP SRM and MySAP/R3.

**2007 Wyeth Pharmaceuticals (Consultant) Collegeville, PA**

Inquisite Data Analyst

✓ **Major Accomplishments:** Inquisite Data Analyst= Working on year end Partner reports for Research & Development-Neuroscience Project Management. Taking survey data from Inquisite software and exporting it out to numerous Spider and Line Charts in Excel and PowerPoint. Posting surveys to Internet and Intranet through Inquisite which is WYSIWYG web editing software.

**2007 Knoll (Consultant) East Greenville, PA**

Blackberry Lotus/Desktop Support

✓ **Major Accomplishments:** Add new users to the BES. Added Printers remotely to the DHCP server. Troubleshoot and configure changes for Blackberries remotely using Net Meeting, Dameware and Hyena. Handle requests for password changes in Lotus Notes and Active Directory. Monitor Domino Servers with DDM built into Administrator. Work with version 6.5, 7.0 and new 8.0. Fix id files and setup new Notes accounts when hard drives crash. Add NSF files for numerous databases and address books in Notes.

**2007 Wyeth Pharmaceuticals (Consultant) Great Valley-Malvern, PA**

SAP HRIS Analyst

✓ **Major Accomplishments:** SAP HRIS PA=Personnel Administration and Organizational Management. Process New Hires/EAN for all Domestic US offices. Update and process Payroll and LOA requests.

**2006-2007 Vanguard (Consultant) Malvern, PA**

BAM Business Access Management, Security Analyst

✓ **Major Accomplishments:** Working on migration project from [SAM](#) to Computer Associates [Etrust](#) Admin Application. Worked with CA Identity Manager and also worked on GRW tickets for access. Verifying old profiles creating numerous spreadsheets and reports for the conversion process.

**2005 Wyeth Pharmaceuticals (Consultant)** Collegeville, PA

Regulatory Submissions Associate (Regulatory Affairs-Submissions Management)

- ✓ Major Accomplishments: completed high quality submissions following FDA regulatory guidelines and internal processes within timelines. Prioritized all tasks involved for timely completion. Helped team by validating changes in submissions for Tygacil, Enbrel, Premarin, and Mylotarg using Adobe Acrobat 4.0 and 7.0 publishing software. Inserted Bookmarks, TOC, links and Distilled documents internally and externally. Pulled documents from Knowledge Management software called EDMS aka Documentum. Used Compose and ISI Toolbox Adobe Acrobat plug-ins. *Contractor* for Regulatory Affairs/Submissions Management.

**2004-2005 SAP America (Consultant)** Newtown Square, PA

SME Business One Sales Coordinator and Partner Support Supported VP, and Business Development Manager as well as Channel Sales Managers, Partner Recruiters, and Business One Partners throughout the United States.

- ✓ Major Accomplishments: Improved communications with Business One team and Business One partners by updating the partner portal and created weekly newsletters for consultants and sales in HTML.

**2002-2004 Independence Blue Cross** Wayne, PA

Benefit Administrator Dedicated Unit Virtua Health , Caesars, Feds, CSC, &amp; Agilent Technologies are some of the groups I serviced in New York, New Jersey, and Delaware. Explained deductibles, cobra, allowed amounts, co pays and advised and educated members how to have procedures done according to their HMO/POS and Open Access benefit plans.

- ✓ Major Accomplishments: Implemented a Digital Dashboard website in flash that helped centralize all the links and go to applications within IBC. Responsible for naming corporate website IBC Today. Educated members on how HMO, POS, Open Access, PPO and Cobra benefits work. Promoted to Dedicated unit servicing health benefits to Doctors and Nurses at Virtua Hospital.

**2002 ExxonMobil Fuels Marketing (Consultant)** Exton, PA

Customer Relations/Facilitator – (Left before Company exported job to Canada) Handled inbound and outbound phone calls for all consumer related issues related to Exxon Mobil Gas Stations, Convenience Stores, Chemicals Div., Lubrications Div, and Mobil One Oils. All the tanker truck logistics were run out of this office.

- ✓ Major Accomplishments: Reduced costly litigations by remediating and resolving issues quickly. Reduced cost in department by 25%. Offered alternative rewards and incentives to standard monetary give outs. Reduced monetary payouts by 50%. Investigated and researched criminal or safety related problems at services station throughout the United States. Created incident reports that were faxed or emailed to Territory Managers and Station Managers in Firstwave CRM.

**2000 - 2001 Xerox Connect- Now called Xerox Global Services** Exton, PA

National Internet Researcher/Strategist CRS-(Central Recruiting Services) Corporate

AIRS I, II Certified. Negotiated prices and reduced costs by eliminating unnecessary Internet Sites. Supported and Managed 7+ Resource Specialists and Numerous Hiring Managers with qualified technical resumes of candidates on a National scale. Sourced technical candidates all over the United States.

- ✓ Major Accomplishments: Reviewed and managed all Job Boards on a national level. Negotiated contracts with vendors and software companies. Reported Metrics at Friday group meetings to Director of HR. Reviewed competition and alternative Human Resource recruiting strategies. Worked with Project Manager on implementation of hire Systems AKA Brass Rings. Sourced and reviewed technical applicants for Resource Specialists. Used AIRS skills to seek passive candidates and assist with hard to find positions. Increased revenues by providing candidates in a timely manner for time sensitive projects across the United States.

**1999 - 2000 Palarco-Now called Alliance Consulting** Wayne, PA

Technical Recruiter

Heavy daily Internet recruiting for SAS, Software Architects &amp; JD Edwards positions on a National scale. Recommend new and alternative areas for Recruitment on the internet.

- ✓ Major Accomplishments: Reviewed and Negotiated Job Boards for Technical sourcing of applicants. Helped reduce costs and increase quality of internet resources. Attended numerous Tech fairs in the Delaware Valley. Helped recruit for many Y2k projects at Astra-Zeneca and Wyeth.

1997 - 1999 **DMW Worldwide**-(Direct Marketing Co.) Wayne, PA

Human Resource Assistant

In charge of resume distribution between key managers. Electronically process & file resumes with custom database software according to EEOC standards. Recruited for all positions within the company at the Morris Dr. Chesterbrook location.

- ✓ **Major Accomplishments:** Conducted face to face interviews as well as phone screenings for all recruiting activities at Chesterbrook office. Assisted in creation of Policies. Helped put together Employee Handbook. Communicated with Department Managers on what type of applicants they were interested in recruiting. Negotiated rates with temp agencies and Job boards. Attended ADP Hire Perspectives training in Parsippany NJ. Tracked and created reports in ADP's HRIS system. Reviewed and negotiated different vendors for Technical training at all office locations.

**Education:**

Cabrini College US-PA-Radnor, PA BS Human Resource Management 95/120 Credits

6/1996 Graduated Montgomery County Community College

US-PA-Blue Bell, PA Associate Degree-Criminal Justice

05/1994 Graduated Montgomery County Police Academy Conshohocken, PA

\*References Available Upon Request on LinkedIn