

Eileen Murray
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- Experience** **CrunchTime! Information Systems, Boston MA** 2001-present
- Systems Analyst*
- Performed detailed analysis of current business information management processes and systems for new and prospective clients
 - Developed and documented new software requirements
 - Created and completed data dictionary for application database, and designed and built data dictionary user interface
- Lead Quality Assurance Engineer* 1999-2001
- Developed and implemented software quality assurance plan and software development process
 - Designed and developed custom software application for tracking software defects and new development items
 - Built and managed team of quality assurance engineers
- Implementation Specialist* 1999
- Created end-user documentation and training materials for foodservice industry procurement, inventory management, and food production applications
 - Developed implementation strategies for new clients
 - Trained end-users in software functionality and associated business processes
- Boston College Buildings and Grounds, Chestnut Hill MA** 1997-1999
- Computer Consultant, Administrative and Technical Services*
- Developed, implemented and maintained human resources and facilities information databases, including: employee time reporting and payroll, attendance and benefit accruals, job slot and bid process management, paint expense projections, preventative maintenance surveys
 - Identified and integrated overlapping data collection and management systems
 - Trained and supervised maintenance work order call center employees
- Computer Consultant, Administrative Services* 1996-1997
- Developed database and spreadsheet applications to facilitate administrative operations, including: permits and licenses compliance, employee job slot management, retroactive payroll adjustments, overtime reporting, dormitory paint inspections
 - Prepared instructional materials for computer and office procedures
 - Evaluated prospective commercial software and presented purchasing recommendations
- Office Assistant, Administrative Services* 1995-1996
- Developed department human resources and job slot management databases
 - Reviewed, refined, and maintained employee attendance and benefit accrual spreadsheets
 - Prepared purchase orders, employee reimbursements, and check requisitions
- Youth Counseling League, New York NY** 1994-1996
- Administrative Assistant, Development*
- Maintained database of past and prospective patrons

- Assisted in organization and promotion of fundraising events
- Prepared high-volume mailings and processed responses and contributions

Education **Boston College**, Chestnut Hill MA 1996-1999
Graduate student, History

Kenyon College 1994
B.A. cum laude, with High Honors in History