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Ernesto Zanabria

SUMMARY

IT integration Analyst with 4+ years of experience specializing in **EDI data mapping** and automated supply chain workflows. Specialized in optimizing **ANSI X12(810, 850, 856)** and bridging technical gaps between MS Access and back-end databases to ensure 100% data integrity. Proven track record of **reducing processing errors by 15%** for major trade partners through custom automated auditing scripts, with a MicroBachelors® in Full Stack Cloud Application Development.

SKILLS

EDI & Data Integration: ANSI X12 (810, 850, 852, 856), Data Mapping, ODBC.

Technical Exposure: Python(Scripting), SQL(Data Queries), SQLite, Java, C++.

Technical Operations: Active Directory, O365, VPN/MFA, Networking Troubleshooting(TCP/IP).

EXPERIENCE

Ira Green, Providence, RI — *IT Specialist – EDI Data Migration*

MAY 2025 – MARCH 2026

- Optimized daily EDI data transfer for 10+ trade partners, reducing processing errors by 15% through automated data integrity checks.
- Analyzing X12 EDI transactions such as 810(Invoice), 850(PO), 852(Sales), 856(ASN).
- Provided technical support to employees and users with hardware and software issues.
- Office 365 ecosystem/AD account setup and account maintenance.
- Engineered standardized OS and application deployment frameworks for 15+ workstations, ensuring 100% configuration consistency and zero-day readiness for data-sensitive environments.
- Active Directory, EDI Data Migration, and Office 365 ecosystem.
- Configured ODBC Data Sources to bridge MS Access with back-end databases, enabling the identification and correction of unrecognized system items to maintain data consistency.

CVS Health, Cumberland, RI — *Technical Application Specialist(Contract)*

MARCH 2023 – MAY 2025

- Managed and resolved 40+ technical service requests weekly via ServiceChannel, prioritizing tickets by urgency to ensure 98% SLA compliance.
- Provided IT support to diagnose and resolve the issue with their wireless devices that are not connected to their Gateway device.
- Troubleshoot devices that are offline using a command-line, such as ping or traceroute, to test the connection on their network.
- Analysed and resolved **data connectivity** and protocol issues between client gateway devices and backend systems to ensure uninterrupted data transmission.
- Attention to detail with critical thinking, strong management skills, a great and positive attitude in any situation, and the ability to adapt to changes easily and efficiently, working as a team or individual.
- Utilized SharePoint and the Microsoft 365 ecosystem to manage and configure **technical documentation** and data repositories for cross-functional team access.

Mass General Brigham, Somerville, MA — *Desktop Technical Support (Contract)*

JANUARY 2023 – MARCH 2023

- Streamlined workstation deployments by executing high-volume data migrations and OS imaging (Windows 10/11) using bootable media and BIOS configurations to ensure zero-day readiness for end-users.
- Resolved complex connectivity and software issues for remote personnel using TeamViewer and ManageEngine, maintaining high uptime for critical VPN and MFA (Duo) access.
- Managed user lifecycle and security via Active Directory, resolving account lockouts, MFA discrepancies, and enterprise software licensing to minimize workflow disruptions.
- Leveraged ServiceNow to categorize and resolve hardware/software requests, consistently meeting SLA targets for laptop repairs, drive updates, and peripheral troubleshooting.
- Validated 100% of new deployments for organizational standards, including antivirus installation, Organizational Unit (OU) placement, and network adapter optimization (IPv6/v4).

Towerstream, Middletown, RI — *Technical Support*

AUGUST 2021 – DECEMBER 2022

- Handling technical support cases via an Oracle ticketing system, contacting the user by phone to resolve the issue, and sending an email when the user is unavailable.
- Optimized end-to-end **network data flows** by troubleshooting hardware configurations and verifying stable hard-wired and wireless uplinks.
- Performed root-cause analysis on complex **system connectivity** failures, gathering technical specifications for engineering teams to resolve port and frequency discrepancies.
- Provide IT support for Mac and Windows devices to end users experiencing issues with their VPN, email, or software updates, walking them through troubleshooting and rebooting clients' devices to improve the experience.

EDUCATION

edX(Harvard/MIT), Cambridge, MA — *MicroBachelors® Certificate in Computer Science*

JANUARY 2023 — JANUARY 2024 — **Full Stack Cloud Application Development**.

Community College of Rhode Island, Warwick, RI — *A.S. in Computer Science*

SEPTEMBER 2016 — DECEMBER 2021 — **Computer Programming**.