

# Nelson Ricardo

917-816-8573

[nelson@nelsonricardo.com](mailto:nelson@nelsonricardo.com)

<http://www.nelsonricardo.com/portfolio.php>

## **Professional Experience:**

### **Columbia University – Columbia Business School, New York, N.Y., June 2014 – Present**

#### ***Systems Analyst***

- Work with the Applications Development team (AppDev) and the Technology Services Group (TSG) addressing application support requests via incident management process, resolving issues when possible and escalating to members of AppDev when necessary
- Participate in duty rotation to provide off-hours on-call emergency support
- Identify opportunities for training tier 1 support specialists to improve first-contact issue resolution
- Work with users on documenting application enhancement requests and coordinating review and scheduling with AppDev
- Work with AppDev and clients to document, schedule, and perform operational tasks required by school business processes
- Write test plans and system integrity checks
- Write documentation explaining how to use the applications and train support staff in system use
- Administer, manage, and troubleshoot the school's applications
- Participate in AppDev and TSG projects involving application development, as requested or required

### **LiveAuctioneers.com, New York, N.Y., June 2014**

#### ***Front-End Web Developer***

- Develop real-time auction web site using HTML5, CSS3, Less CSS, JavaScript, AngularJS, and Git

### **Skadden, Arps, Slate, Meagher & Flom LLP, New York, N.Y., May 1997 – January 2013**

#### ***Client Accounting Systems Supervisor (April 2005 – January 2013)***

#### ***Client Accounting Project Leader (April 2003 – March 2005)***

#### ***Client Accounting Systems Coordinator (April 2000 – March 2003)***

#### ***Billing and Collections Coordinator (September 1998 – March 2000)***

#### ***Billing and Collections Assistant (May 1997 – August 1998)***

- Supervise Client Accounting Systems team (reporting and application development)
- Supervise Electronic Billing team
- Prepare client accounting, billing, and financial reports and analyses using Microsoft SQL Server queries and Microsoft Excel spreadsheets
- Supervise and lead technology projects related to Aderant Expert and related applications, including ExpertImage, star\*collect, and star\*targetCash
- Develop and implement upgrade testing plans for existing applications
- Review, evaluate, and recommend prospective applications
- Oversee all aspects of electronic billing, including coordination of initial setup with e-billing vendors and clients, day-to-day e-bill submission to clients, and resolution of problems and issues
- Assist with oversight of Client Accounting staff worldwide
- Guide, mentor, train, and support Client Accounting staff globally, as well as other Aderant Expert Billing users worldwide
- Liaise and coordinate with other departments, including accounting, finance, tax, budget, marketing, business systems & information, and I.T., as well as with partners, other attorneys, and their assistants
- Create and update bill format templates using Aderant Expert's DocuDraft language

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## **Education:**

### **New York University, New York, N.Y.**

- Bachelor of Arts in Economics, September 1993 – May 1997
- Certificate of Advanced Studies in Information Technology, 2000 – 2001 (online; course of study not completed)
- Certificate in Business Intelligence, Spring 2013
- Certificate in Advanced Web Development, Summer 2013
- Certificate in User Experience (UX) Design, Fall 2013

## **Technical Skills:**

### **Web Development:**

- Hypertext Markup Language (HTML), including HTML5
- Cascading Style Sheets (CSS), including CSS3
- Less CSS
- JavaScript
- Asynchronous JavaScript and XML (AJAX)
- JavaScript Object Notation (JSON)
- jQuery
- AngularJS
- PHP: Hypertext Preprocessor
- MySQL
- Extensible Markup Language (XML)
- Adobe InDesign

### **General Applications and Programming Languages:**

- Microsoft Excel, including advanced/expert/power-user features
- Microsoft Word
- Structured Query Language (SQL)
- Microsoft SQL Server – Transact-SQL queries
- Microsoft SQL Server Reporting Services (SSRS)
- Microsoft SQL Server Analysis Services (SSAS)
- Visual Basic for Applications (VBA)
- C programming language
- SAP Crystal Reports
- Git and GitHub

### **Legal and Professional Services Industry-Specific Applications:**

- Aderant Expert (formerly CMS Open/CMS.Net) – time, billing, financial, accounting, and practice management system for law firms and other professional services – extensive experience using Billing and related modules; deep and broad knowledge of database structure and data tables; DocuDraft
- Legal Electronic Data Exchange Standard (LEDES) – 1998B, 2000, and XML E-Billing version 2
- Uniform Task-Based Management System (UTBMS)
- Various electronic billing (e-billing/e-invoicing) systems, including TyMetrix 360° (T360), Serengeti Tracker, Datacert/ShareDoc, CounselLink, LegalPrecision, Bridgeway eCounsel/Corridor, Collaborati, Bottomline Legal Exchange, Lawtrac, DoeLegal DoeBilling, Ariba, J.P. Morgan Business Settlement/Order-to-Pay Network (Xign), OB10, and others

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**Languages:**

- English – native tongue
- Portuguese – near-native fluency
- Spanish – conversational
- Italian – conversational