

Aleksandar Beck

Program Specialist, Maintenance Management Systems

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📍 Shreveport, LA 71105

STRENGTHS

- ✔ **Data Quality**
Caught mismatched activity, labor, and equipment records before reporting deadlines. Supervisors gained confidence in planning data.
- 👥 **User Training**
Turned recurring support questions into focused sessions and job aids. Field users had clearer steps when workflows changed.
- 🔧 **System Testing**
Recreated field scenarios during releases, then documented defects clearly. Administrators received useful evidence for fixes.
- 🗣️ **Cross Office Support**
Kept communication practical across dispersed offices. Colleagues often relied on concise guidance during reporting issues.
- 🏗️ **Process Governance**
Converted operational feedback into procedures and standards. Small wording fixes made maintenance reporting more consistent.

SKILLS

Agile Assets Maintenance systems

Mobile Work Manager

Plant Maintenance

Level of Service

Work order administration

Maintenance data quality

System testing User training

Technical support

Policy development

Operational reporting Excel

Data analysis Process governance

SUMMARY

Program specialist with six years supporting transportation maintenance operations, **maintenance management systems**, work order administration, data quality, user training, testing, and process governance. Daily administration of Agile Assets, **Mobile Work Manager**, and Plant Maintenance workflows has supported dispersed field teams and dependable operational reporting. Experience includes reviewing work orders, resolving data inconsistencies, documenting system defects, creating role based training, and translating field needs into practical procedures. Analytical work has contributed to **Level of Service** analysis, maintenance performance assessment, and **performance based budgeting** support. Career progression from administrative services to transportation program coordination, systems analysis, and maintenance systems leadership reflects growing ownership of system releases, reporting standards, user support, and cross office accountability.

EXPERIENCE

Program Specialist, Maintenance Systems

Red River Mobility Partners 📅 July 2024 - Present 📍 Shreveport, LA

Leads maintenance management system administration for roadway maintenance teams across multiple offices. Owns data quality reviews, **user support**, release testing, reporting standards, and recommendations that strengthen maintenance decisions and Level of Service analysis.

- Administered Agile Assets operations across regional offices, resolving work order exceptions before monthly reporting.
- Established **data quality** reviews for activity codes, labor entries, equipment usage, and completion status.
- Created targeted Agile Assets training after analyzing support trends and recurring workflow gaps among field users.
- Coordinated **Mobile Work Manager** release testing, documenting defects, acceptance results, and practical configuration improvements.
- Reconciled **Agile Assets** and **Plant Maintenance** records, clarifying ownership and correcting operational reporting inconsistencies.
- Drafted **maintenance activity descriptions**, MMS procedures, and reporting standards for program leadership review.

Maintenance Systems Analyst

Bayou Transportation Analytics 📅 June 2022 - June 2024 📍 Monroe, LA

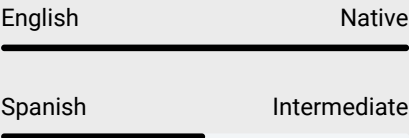
Supported maintenance personnel through system analysis, technical troubleshooting, testing, documentation, and training. Connected work order data with early Level of Service reporting exercises, helping program managers assess data limitations and improve reporting consistency.

- Managed **Agile Assets** support queues, tracing access, data entry, and work order issues to root causes.
- Built validation checks and exception reports that identified incomplete maintenance records before management reporting.
- Developed test scripts for application updates, recording expected behavior, defects, resolutions, and retesting results.
- Produced training guides and led sessions covering work order lifecycle, activity coding, mobile entry, and **data quality**.
- Analyzed maintenance activity and service condition data for early **Level of Service** reporting exercises.
- Converted approved procedure changes into clear system instructions, reference materials, and repeatable reporting practices.

Transportation Program Coordinator

Gulf South Infrastructure Consulting 📅 October 2020 - May 2022 📍 Alexandria, LA

LANGUAGES



MY CAREER



- Program Specialist, Maintenance Systems at Red River Mobility Partners (2.2 Years)
- Maintenance Systems Analyst at Bayou Transportation Analytics (2 Years)
- Transportation Program Coordinator at Gulf South Infrastructure Consulting (1.6 Years)
- Administrative Services Specialist at Northline Public Works Solutions (11 Months)

Coordinated **transportation maintenance** records, operational analysis, user documentation, acceptance testing, and controlled program documentation. Helped clients compare planned roadway activity with recorded field work while improving consistent adoption of updated reporting practices.

- Coordinated maintenance program records and tracked recurring data exceptions across active roadway activities.
- Audited activity records against coding rules, escalating inconsistencies and preparing corrected datasets for review.
- Created Excel summaries of maintenance volume, backlog, and service indicators for program leadership.
- Prepared process documentation and conducted walkthroughs supporting consistent adoption of revised reporting practices.
- Executed mobile data entry acceptance scenarios, recording defects and confirming corrections before deployment.
- Maintained controlled policy, procedure, and system change documentation for program reviews and user questions.

Administrative Services Specialist

Northline Public Works Solutions 📅 October 2019 - September 2020 📍 Bossier City, LA

Maintained administrative and maintenance program records for public infrastructure projects. Supported data review, work request coordination, spreadsheet reporting, procedure updates, user questions, and records management, building a strong foundation for later systems administration.

- Maintained infrastructure records, checking required fields and routing exceptions to program staff.
- Organized work requests and status records so supervisors reconciled field activity with scheduled maintenance.
- Prepared recurring spreadsheets from operational records, documenting corrections for reviewer confidence.
- Coordinated procedure review materials and action logs, translating approved changes into reference documents.
- Responded to user questions about forms, record status, and administrative workflows with concise issue details.
- Applied records management and quality control **procedures** across program files and maintenance documentation.

PROJECTS

Level of Service Reporting Framework 📅 2025

Validated maintenance activity inputs, documented data limitations, and supported a practical Level of Service approach for performance assessment and performance based budgeting.

Mobile Work Manager Release Testing 📅 2024

Coordinated field scenarios, defect documentation, acceptance results, and configuration recommendations for mobile maintenance reporting changes.

LEADERSHIP & AWARDS

- Recognized by program leadership for dependable Agile Assets administration and clear maintenance reporting recommendations.
- Selected to lead recurring user training after support analysis identified repeated workflow and data quality gaps.
- Entrusted with cross office release testing and issue documentation for maintenance system changes.

EDUCATION

Bachelor's Degree in Information Systems

Louisiana Tech University 🎓 GPA: 3.5 📅 2019 📍 Ruston, LA

Coursework: Systems analysis, database management, information technology, business process management

CERTIFICATIONS

- Agile Assets Maintenance Management System, Internal Administrator Training 📅 2025
- Microsoft Excel Associate 📅 2021

TECHNICAL SKILLS

- **Maintenance Systems:** Agile Assets, Maintenance Management Systems, Mobile Work Manager
- **Plant Maintenance:** Plant Maintenance, Enterprise Resource Planning, Maintenance workflows
- **Data Quality Tools:** Work order validation, Exception reports, Data reconciliation
- **Testing Tools:** Test scripts, Acceptance testing, Defect documentation
- **Reporting Tools:** Operational reporting, Level of Service analysis, Performance indicators
- **Microsoft Tools:** Microsoft Excel, Spreadsheets, Data summaries
- **Training Materials:** User guides, Job aids, Training plans
- **Governance Documents:** Policies, Procedures, Reporting standards
- **Maintenance Operations:** Activity coding, Labor entries, Equipment usage
- **Program Analysis:** Performance assessment, Performance based budgeting, Service condition data

PROFESSIONAL AFFILIATIONS

- Transportation maintenance systems professional supporting consistent field reporting and accountable public service operations.
- Information systems graduate connected with maintenance data, operational reporting, and practical user support.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST