

4 Questions with...



Mary Ellen Lepore
Business Systems Analyst
Tyco

Why did you decide to major in CIS?

I had many years as a Business Analyst and the Database Certificate tied in with that. I was unemployed and wanted to take advantage of a program to enhance my skills. I looked for programs available to learn SQL. QCC had a program that met all the criteria, and it was close to home, so I could easily commute.

How did having a Database Certificate help you find a job?

A recruiter knew I was finishing up school and I received a phone call for this position as I drove home from my last class in May. I began work (as a Business Systems Analyst at UMass Medical School) the following Monday. This was eventually going to be for my newly acquired Database Certificate. Unfortunately, the state of MA cancelled the project four months into the project.

Then Tyco was looking for a Business Systems Analyst with strong skills and a proven ability to learn. The fact that I had recently completed the certificate program and made the Dean's List both semesters was a huge factor in my landing this position.

Can you describe some of your typical daily tasks and responsibilities at Tyco?

I research and document existing fire protection devices. I take part in sessions to facilitate coordination between Tyco and their partner companies. I collaborate with the Systems Engineer to write Detailed Functional Specifications, which will allow partner companies to integrate their products into Tyco's network.

The greatest thing is the interesting people I work with. Our company makes fire protection products and it's fascinating to learn about the various aspects of keeping commercial sites safe from fire and other hazards.

Any words of wisdom for QCC students enrolled in the program?

Enjoy school, but work hard. QCC is committed to helping you succeed. Take advantage of networking, including with other students. Form study groups... what you find difficult, someone else will find easy, and vice versa. Don't be afraid to ask for help from the professors. Do your homework... it may seem like a lot, but that prepares you to use your skills in a professional environment. Take advantage of the on-campus labs to do homework. That aids in forming study groups, and there are often tutors available when you get stuck. When it's time to get your resume together, be sure you visit the terrific folks in Career Placement Services.

The Path to Success

Business Analysis Certificate
Worcester State College – 2002

Quality Assurance Analyst
Hanover Insurance – 2003

Business Analyst
Fallon Community Health Plan – 2005

Database Certificate, Computer Information Systems
Quinsigamond Community College – 2010

Senior Business Analyst
UMass Medical School – 2010

Business Systems Analyst
Tyco – 2010

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