

STRENGTHS

-  **Requirements analysis**
Turns operational concerns into clear requirements, acceptance criteria, and practical change plans. Colleagues rely on careful documentation.
-  **User enablement**
Creates approachable guides and training sessions. Users leave with clearer workflows and greater confidence handling routine tasks.
-  **Troubleshooting**
Starts with user interviews and system records, then traces issues to access, workflow, or data causes before recommending fixes.
-  **Reporting judgment**
Validates source data before explaining results. Managers receive summaries that connect system information with operational decisions.
-  **Change coordination**
Organizes testing, defects, retests, and approvals in one flow. Teams gain steadier releases and fewer surprises.

SKILLS

- Requirements analysis

User training Troubleshooting

Data interpretation

Customer service

Project management

System implementation

Application configuration

User acceptance testing

Data security Enterprise reporting

Relational databases

Technical requirements

SUMMARY

Business systems support specialist with four years of enterprise application experience through September 2026, supporting public service, finance, purchasing, and administrative operations. Translates operational needs into technical requirements, system configuration, **data conversion** plans, interface needs, **security** controls, reports, and test scenarios. Coordinates user acceptance testing for upgrades and controlled **software changes**, then confirms defects, approvals, and release readiness. Investigates access, workflow, efficiency, and data extraction concerns through system records, relational database concepts, and user interviews. Creates clear documentation, delivers **user training**, and explains data interpretations for business managers and technical teams. Experience with purchasing, budgeting, reporting, customer service, and multi priority work supports dependable enterprise operations. Ready to help CivicBridge Operations improve system use, service quality, and practical decision making.

EXPERIENCE

Business Systems Support Specialist

MetroCore Public Services  August 2024 - Present  Royal Oak, MI

Supports integrated administrative applications for finance, purchasing, and service teams. Leads requirements work, testing, reporting, security support, training, and controlled application improvements that strengthen daily operations.

- Translated finance and **purchasing** issues into configuration actions, access fixes, reports, and enhancement requests.
- Documented technical requirements, data needs, acceptance criteria, security considerations, and dependencies for system changes.
- Coordinated user acceptance testing, defect retests, approvals, and release readiness for application upgrades.
- Investigated access and data extraction issues through system records, relational concepts, and user interviews.
- Created user guides and delivered training on workflows, **reporting**, **security** expectations, and revised procedures.
- Produced validated management reports and data summaries, explaining operational implications for business managers.

Business Applications Analyst

Great Lakes Administrative Network  September 2022 - July 2024  Lansing, MI

Provided functional support for enterprise applications serving administrative and public facing operations. Maintained processing standards, documented workflow needs, supported testing and access controls, and prepared reporting and training materials.

- Supported **enterprise applications** for administrative operations while maintaining established processing and user access standards.
- Documented requirements and current procedures for purchasing approvals, budget tracking, and internal service workflows.
- Executed structured test scripts for software updates, recorded defects, and verified fixes before release.
- Processed user access and role changes through approved authorization practices, escalating security exceptions for review.
- Built recurring reports and spreadsheet analyses that reconciled application data with department reporting needs.
- Prepared training materials and led small group sessions on data entry, reporting, and revised procedures.

PROJECTS

Administrative Reporting Improvement 2024

Change control

Business applications

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Business Systems Support Specialist at MetroCore Public Services (2.1 Years)

● Business Applications Analyst at Great Lakes Administrative Network (1.8 Years)

Reliable information helps public service teams make fair, timely decisions. Built a reporting improvement effort that clarified source data, reconciled department needs, and gave managers more useful operational summaries.

Enterprise Access Review 📅 2023

Good service begins with dependable access. Supported a structured review of user roles, authorization practices, and security exceptions, helping application users reach needed functions through consistent controls.

LEADERSHIP & AWARDS

- ITIL 4 Foundation achievement recognized in 2025 for service management knowledge.
- Selected to coordinate user acceptance testing and release readiness for enterprise application changes.
- Trusted by application users for clear training, reporting guidance, and practical issue resolution.

EDUCATION

Bachelor's Degree in Business Administration, Information Systems

Western Michigan University 🎓 GPA: 3.5 📅 2022 📍 Kalamazoo, MI

Coursework: Relational databases, business systems analysis, project management, administrative operations

CERTIFICATIONS

- ITIL 4 Foundation 📅 2025
- Microsoft Office Specialist, Excel Associate 📅 2024

TECHNICAL SKILLS

- **Enterprise Applications:** Integrated business systems, application setup, system configuration
- **Requirements Management:** Technical requirements, acceptance criteria, process documentation
- **Testing Practices:** User acceptance testing, test scripts, defect retesting
- **Database Concepts:** Relational databases, data extraction, source validation
- **Reporting Tools:** Enterprise reporting, Microsoft Excel, statistical summaries
- **Security Administration:** Data security, user access, authorization controls
- **Data Conversion:** Data conversion planning, data mapping, reconciliation
- **Interface Support:** Auxiliary interfaces, system integration, interface validation
- **Service Management:** ITIL 4, incident analysis, service improvement
- **Office Applications:** Microsoft Word, Microsoft PowerPoint, Microsoft Excel
- **Project Coordination:** Project planning, release readiness, stakeholder coordination
- **Administrative Operations:** Purchasing workflows, budgeting processes, contract approvals

PROFESSIONAL AFFILIATIONS

- ITIL service management community participant, 2025 to present.
- Enterprise applications professional network participant, focused on public service systems and user support.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST