

STRENGTHS

- Requirements translation**
Turned process gaps into clear requirements and acceptance criteria. Managers gained a practical path from issue discovery to system change.
- Testing coordination**
When upgrades created moving parts, organized scripts, defects, retesting, and readiness checks so stakeholders could trust release decisions.
- User support**
Recurring cases became useful clues. Separated training needs from configuration defects and helped users return to approved workflows.
- Reporting insight**
Built reports, charts, and summaries from operational data. Decision makers received information shaped for action, not just raw extracts.
- Security and access**
Reviewed permissions, interfaces, and data quality during issue resolution. Careful access decisions protected system integrity and user productivity.

SKILLS

- Enterprise applications
- RequirementsTesting
- Change controlSecurity
- Relational databases
- Enterprise reporting
- Project management
- Customer relationsUser training
- Data extractionData conversion
- InterfacesTroubleshooting
- Process improvement

SUMMARY

Business Systems Support Specialist with five years supporting integrated **enterprise applications** across public service and administrative operations. Translates business needs into **technical requirements**, acceptance criteria, data rules, access controls, and practical system improvements. Coordinates configuration, **data conversion**, interfaces, **controlled software changes**, upgrades, testing, reporting, troubleshooting, and production readiness for finance, purchasing, human resources, and service delivery teams. Produces management reports, extracts operational data, investigates security and quality issues, and creates training materials that help users follow approved workflows. Partners with system owners, business managers, technical teams, and end users to assess operational and financial effects of change. Ready to support Northgate Civic Services with dependable enterprise system delivery, clear communication, and thoughtful process improvement.

EXPERIENCE

Senior Business Systems Analyst, Enterprise Applications

CivicPoint Technology Services

August 2024 - Present

Columbus, OH

Leads functional support for integrated applications serving finance, purchasing, human resources, and service operations. Connects business priorities with requirements, access decisions, testing, reporting, training, and controlled production change.

- Translated finance process gaps into requirements, criteria, and access rules for application updates
- Coordinated upgrade testing, defect records, retesting, and production readiness across system stakeholders
- Reviewed **interfaces**, permissions, and data quality during **security** issue resolution for integrated applications
- Built workflow guides and delivered training on extraction, **reporting**, and approved operating procedures
- Produced management reports, charts, and statistical summaries supporting application change decisions

Business Systems Support Analyst, Enterprise Operations

Metro Administrative Solutions

July 2021 - July 2024

Dayton, OH

Provided functional support for enterprise users across public service operations. Maintained application setup, supported **data conversion**, tested interfaces and reports, and helped users adopt approved workflows through practical instruction.

- Analyzed recurring support cases to separate training needs from configuration defects and access issues
- Maintained **setup** tables during controlled data conversion for public service **enterprise applications**
- Created test scripts covering workflows, **interfaces**, reports, permissions, and expected business outcomes
- Organized service data with office and reporting tools for management summaries and operational review
- Delivered onboarding and refresher sessions that improved adoption of approved enterprise workflows

PROJECTS

Enterprise Reporting and Data Extraction Program 2026

A recurring reporting request exposed inconsistent data definitions. Standardized extraction steps, report logic, and guidance so managers could review service information with greater confidence.

Controlled Upgrade Testing Framework 2024

An application upgrade required careful coordination across business users. Structured test scripts, defect tracking, retesting, and readiness reviews around practical operational scenarios.

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- Senior Business Systems Analyst, Enterprise Applications at CivicPoint Technology Services (2.1 Years)
- Business Systems Support Analyst, Enterprise Operations at Metro Administrative Solutions (3 Years)

LEADERSHIP & AWARDS

- Recognized by system stakeholders for dependable support across finance, purchasing, human resources, and service operations.
- Selected for increasing responsibility in requirements, testing, access review, reporting, and user development.

EDUCATION

Bachelor's Degree in Information Systems

Wright State University 🎓 GPA: 3.5 📅 2021 📍 Dayton, OH

Coursework: Relational databases, enterprise systems, project management, business process analysis

CERTIFICATIONS

- Enterprise Systems Professional Development 📅 2026
- Business Systems Support Training 📅 2025

TECHNICAL SKILLS

- **Enterprise Applications:** Integrated systems, application setup, enterprise support
- **Requirements Analysis:** Technical requirements, acceptance criteria, business process analysis
- **Testing and Quality:** Test scripts, defect tracking, retesting
- **Database Systems:** Relational databases, data quality, data extraction
- **Reporting Tools:** Management reports, charts, statistical summaries
- **Data Conversion:** Conversion planning, validation, controlled migration
- **Security Administration:** Access rules, permissions, security issue review
- **Interface Support:** System interfaces, data flows, integration review
- **Change Management:** Change control, software changes, production readiness
- **User Training:** Training guides, onboarding, refresher instruction
- **Project Delivery:** Project management, stakeholder coordination, readiness reviews
- **Office Productivity:** Office tools, spreadsheets, presentation materials

PROFESSIONAL AFFILIATIONS

- Enterprise systems professional development participant, 2026.
- Information systems alumni community, Wright State University.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST