

STRENGTHS

- Requirements translation**
Turned stakeholder conversations into clear requirements, procedures, tests, and controls. Users gained a practical path forward.
- Exception investigation**
Traced difficult issues through system and field evidence. A direct conversation with users often revealed the missing context.
- User enablement**
Created guidance and training that helped managers and users work with confidence. Questions became shared learning moments.
- Cross functional trust**
Built useful connections across technical and business teams. Colleagues returned for calm advice on difficult application problems.
- Data stewardship**
Protected data integrity through validation, quality checks, and careful follow through. Reliable information supported better decisions.

SKILLS

- Enterprise systems
- Technical requirements
- Implementation Testing Security
- Data integrity Relational databases
- Enterprise reporting
- Project management Purchasing
- Human resources Budgeting
- User training Data extraction
- Microsoft Office

SUMMARY

Business systems support professional with four years of progressive experience supporting **enterprise applications**, operational stakeholders, and business functions. Translates stakeholder needs into **technical requirements**, procedures, tests, controls, and practical improvements. Applies implementation, testing, security, **data integrity**, relational database knowledge, reporting, data extraction, and Microsoft Office skills to resolve issues and protect reliable operations. Experience includes purchasing, **human resources**, budgeting, project coordination, user training, documentation, and cross functional knowledge sharing. Work has grown from business applications analysis into broader ownership, independent decisions, exception investigation, quality checks, and stakeholder consultation. Clear reports and useful guidance help managers act with confidence. Eager to support CivicBridge Operations Group with dependable systems, careful follow through, and service that makes daily work easier for users and business leaders.

EXPERIENCE

Business Systems Support Specialist

Northstar Municipal Solutions September 2024 - Present Lansing, MI

- Owns broad enterprise systems support for operational and business stakeholders, coordinating requirements, controlled changes, testing, reporting, training, data quality, security, and documentation. Partners across functions to prioritize work, investigate exceptions, guide users, and share practical knowledge that protects service reliability and business continuity.
- Translated **stakeholder needs** into tested requirements, procedures, and controls for enterprise workflows.
 - Investigated system exceptions with **field data**, documented causes, and coordinated corrective follow through.
 - Coordinated controlled access changes supporting **security**, data integrity, and reliable operational use.
 - Built enterprise reports and data extracts that gave managers clearer information for decisions.
 - Prepared user **guidance** and training materials that improved adoption across business functions.
 - Reviewed implementation results with technical partners and business users before operational release.
 - Shared troubleshooting knowledge with peers, strengthening collaboration across support networks.
 - Balanced **purchasing**, HR, and budgeting priorities through structured project coordination and **quality checks**

Business Applications Analyst

Harborline Public Services September 2022 - August 2024 Kalamazoo, MI

- Supported business applications serving public service operations, with growing responsibility for requirements, implementation support, testing, reporting, user **consultation**, documentation, and issue resolution. Connected technical teams with business users, maintained evidence based follow through, and built trusted working relationships across functions.
- Documented **technical requirements** from stakeholder meetings and prepared **procedures** for business review.
 - Tested application changes against user scenarios before release, reducing avoidable operational disruption.
 - Used **relational database** information to trace data discrepancies and support accurate corrections.
 - Created reports and extracts in **Microsoft Office** for purchasing, HR, and **budgeting** discussions.
 - Guided users through application workflows, answering questions with clear, practical training.
 - Recorded decisions, test results, and issue history for consistent support and audit readiness.
 - Coordinated priorities with cross functional partners and kept corrective work moving.
 - Built strong working connections with users who returned for advice on difficult application issues

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- Business Systems Support Specialist at Northstar Municipal Solutions (2 Years)
- Business Applications Analyst at Harborline Public Services (1.9 Years)

PROJECTS

- Enterprise Reporting and Data Integrity Review** 📅 2026
- Good systems make trustworthy decisions easier. Reviewed reporting needs, relational data, extraction practices, and validation steps, then documented practical controls for managers and users.
- Business Application User Guidance Program** 📅 2025
- Useful guidance changes how people work. Created concise procedures, training notes, and test scenarios that connected stakeholder needs with reliable enterprise application use.

LEADERSHIP & AWARDS

- Received role relevant continuing professional development recognition in 2026 for sustained enterprise systems learning.
- Recognized by colleagues for dependable issue follow through, clear documentation, and practical user support.
- Selected for broader ownership after consistent quality checks, cross functional coordination, and knowledge sharing.

EDUCATION

Bachelor's Degree in Business Information Systems
Western Michigan University 🎓 GPA: 3.5 📅 2022 📍 Kalamazoo, MI
***Coursework:** Enterprise systems, relational databases, business analysis, project management*

CERTIFICATIONS

- Role Relevant Continuing Professional Development 📅 2026
- Enterprise Systems Support Training 📅 2026

TECHNICAL SKILLS

- **Enterprise Systems:** Business systems, enterprise applications, system support
- **Requirements Analysis:** Technical requirements, stakeholder needs, structured procedures
- **Implementation Support:** Implementation planning, modification, controlled changes
- **Testing and Quality:** Test scenarios, verification, quality checks
- **Security and Access:** Data security, access control, system integrity
- **Database Systems:** Relational databases, data integrity, field data
- **Reporting and Extraction:** Enterprise reporting, data extraction, management reports
- **Business Functions:** Purchasing, human resources, budgeting
- **Project Coordination:** Project management, prioritization, cross functional coordination
- **User Enablement:** User training, guidance, technical documentation

PROFESSIONAL AFFILIATIONS

- Professional business systems support network participant, sharing practical guidance across technical and operational peers.
- Public service technology community participant, connecting reliable systems work with better service for residents.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST