

Liam Wells

Customer Technology Systems Supervisor

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SUMMARY

Customer technology systems supervisor with eight years supporting utility customer platforms, enterprise applications, functional analysis, system delivery, and business process improvement. Leads functional analysts while remaining hands on with requirements, workflow design, SQL analysis, system testing, SDLC delivery, vendor coordination, and small technology projects. Builds practical connections among customer operations, architects, developers, data teams, vendors, and **public agency partners**. Experience includes CRM, utility assistance, **energy efficiency services**, **customer engineering workflows**, **robotic process automation**, annual work planning, contractual commitments, and emergency response readiness. Clear communication helps teams make sound decisions, protect service reliability, and support community trust. Ready to bring steady people leadership, thoughtful system design, and direct delivery ownership to Cascade Harbor Electric Utility.

EXPERIENCE

Customer Technology Supervisor

North Sound Utility Solutions 📅 January 2024 to Present 📍 Tacoma, WA

Supervises **functional analysts** supporting CRM, customer assistance, engineering, and energy efficiency workflows. Owns small **system delivery**, work planning, vendor coordination, testing, and emergency response readiness across regulated utility operations.

- Balanced analyst assignments across **CRM** and assistance workflows, improving workload clarity and delivery focus.
- Led requirements through release readiness using **SDLC** practices, giving operations teams dependable handoffs.
- Used SQL and workflow analysis to isolate customer issues and clarify solution options for technical teams.
- Coordinated vendors and IT resources across shared systems, resolving dependencies and protecting **contractual commitments**.
- Coached analysts on testing evidence and documentation, strengthening quality across concurrent **customer technology** projects.
- Maintained emergency response readiness for customer services, supporting reliable communication during regulated utility operations.

Senior Functional Analyst

Rainier Customer Systems 📅 March 2022 to December 2023 📍 Olympia, WA

Led functional analysis for enterprise customer applications supporting billing assistance, customer service, workflow automation, and release delivery. Connected business owners with architects, developers, vendors, and technical project teams.

- Converted assistance program needs into requirements and workflow diagrams that developers could implement confidently.
- Designed system tests and acceptance criteria, helping teams validate fixes before production release.
- Built **SQL** queries to reconcile workflow results, giving operations leaders clearer data for decisions.
- Mapped repetitive business steps into **UiPath** automation designs, reducing manual effort and exception confusion.
- Coordinated enhancement priorities with vendors and business owners, keeping delivery status visible across teams.
- Documented defects and test evidence, enabling practical release decisions with shared accountability.

Functional Systems Analyst

Cedar Point Public Technology 📅 June 2020 to February 2022 📍 Bellevue, WA

Supported public sector customer applications through **requirements analysis**, database research, testing, vendor coordination, and user communication. Helped technical and service teams turn operational needs into usable system changes.

- Facilitated requirements sessions for public service workflows, producing functional specifications for delivery teams.
- Maintained test scripts and execution records, giving project leads traceable evidence for scheduled releases.
- Queried **relational databases** with SQL, isolating data conditions behind reported application problems.
- Coordinated vendor support cases and follow up items, keeping commitments visible for project leads.
- Explained system changes through process maps, helping service teams adopt new workflows with confidence.
- Documented release notes and workflow updates, supporting consistent guidance across customer facing teams.

Business Systems Analyst

Harborline Service Applications 📅 September 2018 to May 2020 📍 Seattle, WA

Analyzed customer service procedures and enterprise application workflows for front line teams. Supported requirements, configuration, testing, data validation, issue research, and communication under senior analyst guidance.

- Mapped current state procedures, clarifying ownership across customer service handoffs and application workflows.
- Prepared functional requirements for developers, creating a clearer path from business need to configuration.
- Created SQL queries for data validation, helping senior analysts research application issues with reliable evidence.
- Organized test evidence and issue logs, supporting release decisions with traceable project records.
- Presented workflow changes to mixed audiences, building confidence through practical examples and clear explanations.
- Supported user acceptance activities, helping front line teams confirm system behavior before release.

PROJECTS

Utility Assistance Workflow Modernization 📅 2024

A recurring customer handoff exposed gaps in workflow ownership. Mapped requirements, test scenarios, SQL validation, and release steps into a clearer delivery path for assistance operations.

Customer Automation Design Review 📅 2023

Manual exceptions were slowing service work. Translated business steps into UiPath automation designs, documented exception handling, and gave stakeholders a practical basis for implementation decisions.

LEADERSHIP & AWARDS

- Recognized by utility operations leaders for dependable customer technology delivery and clear release communication.
- Selected as a trusted mentor in the Puget Sound Public Technology Mentoring Circle, 2025 to Present.

EDUCATION

Bachelor of Science in Business Information Systems

University of Washington Tacoma 🎓 GPA: 3.5 📅 2018 📍 Tacoma, WA

Coursework: Database systems, business process analysis, systems design, project management

CERTIFICATIONS

- Certified ScrumMaster 📅 2021
- UiPath Automation Business Analyst Associate 📅 2023

TECHNICAL SKILLS

- **Customer Platforms:** CRM, customer assistance systems, customer engineering workflows
- **Utility Technology:** Energy efficiency services, utility assistance programs, regulated operations
- **Analysis Methods:** Requirements analysis, business process analysis, workflow mapping
- **Database Technologies:** SQL, relational databases, data validation
- **Automation Tools:** UiPath, robotic process automation, exception handling
- **Delivery Methods:** SDLC, release management, operational handoff
- **Quality Practices:** System testing, acceptance criteria, defect documentation
- **Project Planning:** Annual workplans, project prioritization, delivery scheduling
- **Vendor Management:** Contract commitments, vendor coordination, support cases
- **Communication Tools:** Process maps, workflow diagrams, release notes
- **Leadership Practices:** Staff supervision, workload assignment, analyst coaching

SKILLS

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|-------------------------|-------------------------|------------------------------|----------------------|
| • Functional leadership | • Requirements analysis | • SQL | • UiPath |
| • Customer technology | • System design | • Relational databases | • Vendor management |
| • Utility systems | • SDLC | • System workflows | • Emergency response |
| • CRM | • System testing | • Robotic process automation | |

PROFESSIONAL AFFILIATIONS

- Puget Sound Public Technology Mentoring Circle, Volunteer Mentor, 2025 to Present.
- Utility customer technology community, participant in peer discussions on systems delivery and service reliability.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST