DANE CRUICKSHANK

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WORK EXPERIENCE

SENIOR INFORMATION TECHNOLOGY ANALYST   12/2017 - PRESENT
Houston, TX

- Responding to the evolving regulatory environment and helping to meet the firm's regulatory commitments by addressing internal and external commitments
- Advancing the firm's Roadmap programs -- Single Sourcing of data, Architecture Convergence, and Rationalization of Platforms
- Driving innovation across the firm's corporate technology portfolio, increasing efficiencies through process automation and Agile application development, with an emphasis on user experience and shorter development cycles
- Investing in security and controls for cyber, access/entitlements uplift, data protection and application resiliency
- Experience with network infrastructure, FTP, DNS, Citrix, Firewall, AD, GPOs, DHCP, Storage, VOIP, File Backup and Restore and Server Administration
- Coding, testing and debugging of programs as well as IT infrastructure support working with both internal and external providers and experienced analysts
- Identification and resolution of technical problems, with very occasional weekend activities related to program and infrastructure changes
- Under the direction of more senior analysts, assist in the development and integration of software applications and infrastructure solutions

INFORMATION TECHNOLOGY ANALYST   02/2015 - 10/2017
Detroit, MI

- Typically serves as a team member on one or more projects
- Act as first level of support in the business to resolve factory and office IT related issues with applications and infrastructure
- Follow established support protocols
- Run monthly Salesforce support metrics based on incidents tracked in remedy or future Caterpillar approved tools and share the metrics with leadership
- Create Salesforce customization reports including Lightning dashboards
- Hands on experience in APIs to connect Salesforce and external systems
- Perform technical and functional system analysis, development, support, and implementation in Workday HR (the new Human Capital Management system being implemented)
- Resolve complex business requirements via Workday HR, and the corresponding system relationships to SAP HR and SAP FI configured solutions

T&E INFORMATION TECHNOLOGY ANALYST   12/2009 - 12/2014
San Francisco, CA

- Participate in all project stages with accountability for eliciting, validating, and documenting business requirements which ensure "value-add" to the client
- Creating test strategies and ensuring all functionality is tested prior to production deployment
- Partnering with the Change and Release Management team to ensure representation and coordination of projects throughout the change and release process
- Partnering with Project Managers to ensure successful completion of project deliverables
- Perform design and configuration analysis for SAP Finance modules (Financial, Intercompany, and Asset Accounting; General Ledger; Accounts Receivable; Treasury and In-house Cash Management; Banking; Financial Supply Chain Management (FSCM); Tax Accounting; Product Costing/Project Systems
- Participate in all project stages with accountability for eliciting, validating and documenting business requirements which ensure "value-add" to the client
- Understand ABAP code and assist developers to resolve systems issues

EDUCATION

UNIVERSITY OF SIOUX FALLS   2004 - 2009
Bachelor's Degree in Computer Science

PROFESSIONAL SKILLS

- Excellent analytical, problem solving, written and verbal communications skills. Strong customer service skills
- Excellent verbal and written skills, encompassing complete understanding of the English language with exceptional communications skills
- Solid written and verbal communication skills and strong interpersonal skills
- Strong vendor relationship and product management skills, ideally demonstrated through past experience in these areas
- Demonstrated analytical skills through prior work experience
- Strong written and oral communication skills, including experience writing technical documentation
- Demonstrated planning & organizing skills including project planning