Matthew Owens

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Summary and Education

Thoughtful and instinctive professional with 7 years of experience with SaaS products within the Customer Operations organization. Experienced across a variety of roles in nonprofit and corporate sectors, demonstrating the ability to analyze data, manage projects directly with Clients, and work across teams to drive process improvement. Proven ability and capacity to become a product expert in a variety of software types.

Trevecca Nazarene University | BBA – Management | Cum Laude May 2013

Software and Skills

- Python
- Pandas/Matplotlib
- SQL
- API
- ETL
- Machine Learning

- JavaScript
- Peer 2 Peer Fundraising
- CRM (Standard and Enterprise)
- Salesforce
- Azure DevOps
- SharePoint

- Jira
- Confluence
- Business Intelligence
- DEI Committee
- Onsite and Remote Implementation
- 3-year College Baseball Player

Job Experience

Student | Data Analytics & Visualization | Texas McCombs School of Business
October 2023 – April 2024
- Rigorous program focused on practical and technical skills needed to solve data problems. Gaining proficiency in technologies: Excel, Python, JavaScript, SQL Databases, Tableau, Machine Learning, and Big Data

Business Analyst | Blackbaud
February 2020 - March 2023
- Sales Intake Analyst (2/20-3/23) - Promoted Twice
  - Promoted twice
  - Custom scoping for P2P Fundraising and Analytics products
    - Work with Sales, Services, and Client to determine feasibility, pricing, and deliver SOWs
    - Continuous development of product knowledge to remove barriers and improve processes
  - Work with Services teams to create custom sales offerings
  - Integrated Analytics product offerings into Intake process
  - Analytics rebrand
  - Product SME and internally certified in Fundraising, P2P, Analytics, and Payments Processing
- Business Readiness Analyst (10/22-3/23)
  - Work with Product to determine release tier and enablement of Customer Operations teams for new feature releases for P2P Fundraising and Analytics products

Solutions Architect | Social Solutions Global
June 2018 – March 2019
- Apricot and ETO Software
  - Implementation Lead on Standard and Enterprise level custom implementations
  - Requirements gathering, design, and configuration of both software
  - Report Consultation including design and build
  - Data Migration
  - Developing implementation plan for the Apricot Core product
  - Work with Product to develop dashboards and configuration features for the new Apricot 360

Business/Technical Analyst | CGI – Belton, TX
June 2015 – June 2018
- Advantage ERP Software
  - Functional design creation
  - Create and execute test plan of new features
  - Requirements gathering (on site)
  - Reports development in SAP Business Objects