**Kristina A. Campbell**

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**Objective**

Highly dependable Business Solutions Analyst and enthusiastic team player dedicated to streamlining processes and efficiently resolving project issues. Find a position where I can use my years of experience with JD Edwards, project management, leadership skills, and problem-solving to support process improvement and business success.

# Education

**Undergraduate degree: Technical Management focus on Financials**

June 2020 GPA 3.76

**DeVry University**

* Member ofthe National Society of Leadership and Success (Sigma Alpha Pi) since 2018.
* Made Dean’s List every semester since 2018. Graduated with honors magna cum laude in 2020.

**Associate of Applied Science: Computer Information Science and Business Management**, March 1996

**Denver Technical College** – Denver, CO, USA

**Certifications**

**OCI Foundation Certification**

**CHDP certification** (Certified Help Desk Professional)

**Certified Trainer**

**CAPM-PMI** (Currently working certification)

# Experience

***November 2014 to present***

***Oracle JD Edwards***

*Business Solution Analyst • IT Support*

Responsible for determining **business requirements, researching solutions, and resolving customer issues** in JD Edwards World and E1 9.0, 9.1, and 9.2 releases. Knowledgeable in the JD Edwards financials software. Have spent many years participating in **principles and process improvement projects** including **gathering customer requirements or analyzing root causes** of issues, **implementing changes in process,**  and/or training as necessary to resolve systemic issues and streamline processes. Then writing and maintaining the standard of work documentation and ongoing user training.

***April 2008 to November 2014***

***D+H (formerly Harland Financial Solutions)***

*Senior Implementation Specialist • IT Support*

Responsible **for implementing retail and business internet banking**. I have the ability to **install and setup software and hardware** including 3rd party software on servers. After implementing and configuring 20 banking projects in one year, I was **promoted to team lead**. I was a lead over a team of four engineers. Responsible for team performance and employee reviews. Have spent many years participating in **principles and process improvement projects** including **gathering customer requirements or analyzing root causes** of issues, **implementing changes in process,**  and/or training as necessary to resolve systemic issues and streamline processes. Then writing and maintaining the standard of work documentation and ongoing user training.

# Key Skills

* **Project Management**
* **Business Analytics**
* **JDE Modules** – Accounts Payable, Accounts Receivable (subject expert), General Ledger, Fixed Assets, Job Cost, ACH, Customer and Vendor setup, and Latin America Localization (subject expert) with Brazil.
* **JDE Development** - Form Design Aid, Report Design Aid, Notifications, Café one screens and basic CNC, Data integrity and table structures
* MS Access and SQL experience
* MS office products – Outlook, Word, Excel, PowerPoint, One Note
* AS400
* Disaster Recovery
* Basic System administration - Active Directory, Exchange, User support, and training

# Leadership

* Participated and Lead in Oracle Advisor Webcast as a project manager
* Participated and Lead in Service Continuum Mindset Series and Connecting the Dots Series
* Participated in National JD Edwards user conferences where I presented content and answered customer questions
* Knowledge Management Lead- writing and publishing knowledge documents
* Shared my knowledge and expertise in business practices with new hires within my department

# Communication

* Presented educational seminars and classes at national and local JD Edwards user group events
* Wrote technical articles about JD Edwards that were published in JD Edwards Knowledge Management
* Communication with other team members and managers
* Handle escalations from team and advise management
* Am a **subject matter expert** on business processes and JD Edwards.

# References

Available upon request