

SUMMARY

Experienced Software Systems Analyst with over five years of hands-on experience in implementing and supporting enterprise software systems. Skilled in gathering business requirements, designing process improvements, and ensuring optimal user experience for internal financial systems. Proficient in project management, business analysis, and utilizing Agile methodologies to deliver high-quality solutions in dynamic environments. Strong communicator and team player dedicated to delivering exceptional service aligned with organizational goals.

EXPERIENCE

Software Systems Analyst



Jun 2018 – Ongoing



Avondale, AZ

Tolleson Union High School District

by The Lindemans


Supported implementation and enhancement of enterprise systems

Managed cross-functional projects with internal and external stakeholders


- Analyzed and documented business processes, designed process maps, and defined requirements for improving user experience and system efficiency.
- Led the deployment of software solutions across departments, aligning business goals with IT strategies.

- Coordinated with development teams, vendors, and business units to ensure timely and on-budget delivery of software solutions.
- Created test scripts, conducted system testing, and developed user training materials to streamline implementation.

Business Systems Analyst



Dec 2015 – Jun 2018



Glendale, AZ

Optimized business processes and provided technical support

Facilitated Agile development process

- Worked closely with business units to identify process inefficiencies and recommend improvements, resulting in a 20% reduction in manual tasks.
- Provided technical support for financial software applications, diagnosing issues and recommending long-term solutions.

- Acted as a product owner, gathering business requirements and translating them into actionable development tasks within an Agile framework.
- Worked closely with project managers and development teams to ensure delivery of high-quality software aligned with business needs.

EDUCATION

Bachelor of Science in Information Systems



Graduated May 2014



Online

Arizona State University

Specialization in Business Process Management and Software Implementation.

CERTIFICATIONS

Certified Scrum Master

Azure DevOps Fundamentals

Scrum Alliance



2021



2020

Microsoft

SKILLS

Business Process Improvement

Agile / Scrum

Project Management

Microsoft Azure DevOps

Microsoft Excel (Advanced)

Software Documentation

Test Script Development

Financial Systems Support

Cross-Department Collaboration

Requirements Gathering