

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

Tolleson Union High School District

Avondale, AZ

Supported implementation and enhancement of enterprise systems

- 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.

Managed cross-functional projects with internal and external stakeholders

- 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

by The Lindemans

Glendale, AZ

Optimized business processes and provided technical support

- 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.

Facilitated Agile development process

- 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

Arizona State University

Online

- Specialization in Business Process Management and Software Implementation.

CERTIFICATIONS

Certified Scrum Master

2021

2020

Azure DevOps Fundamentals

Scrum Alliance

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