

GARRETT SITTER

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PORTFOLIO

[Garbot.github.io](https://garbot.github.io)
www.github.com/Garbot

EDUCATION

North Carolina State University

B.A. Political Science,
Summa Cum Laude –
2010
GPA 4.0/4.0

Received 2010 Fairchild
Award for best paper
written by graduating
senior.

Additional Independent Coursework

Harvard University -
Intro to Computer
Science – 2017
FreeCodeCamp.com -
Front End Development
Certificate – 2017

SKILLS

Languages: Javascript, HTML, CSS, SQL, Office VBA, C	Libraries/ Frameworks: JQuery, Bootstrap, SASS	Tools/Software: Chrome Dev Tools, Bash, Git, Remedy, Remedy Developer Studio, ServiceNow, Yellowfin	General: Business Analysis, REST & SOAP APIs, Amazon Web Services, ITIL Foundation v3
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WORK EXPERIENCE

Senior Systems Analyst, State Employees' Credit Union

Raleigh, NC - October 2016 - Current

- Responsible for administration and development of Remedy ITSM environment for 2nd largest credit union in the US with over 5,000 internal end users.
- Lead upgrade of production environment from Remedy 8.1 to 9.1.
- Performed reconciliation of all custom development with new version.
- Rebuilt organizational reporting system, utilizing new features to streamline reporting structure, reduce time spent on report maintenance and development, and increase ease of use for end users.
- Responsible for administration of SOAP integration with third party ticketing software (ServiceNow) and LDAP integration with MS Active Directory. Refactored integration created by previous consultant, eliminating errors. Also developed and maintained email-based "soft" integrations for internal end users.

Systems Analyst, State Employees' Credit Union

Raleigh, NC - June 2015 - October 2016

- Developed several new features including a "follow" feature for incident tickets, specialized rejection workflow for requests, and a timeout redirect feature missing from the out-of-the-box version of Remedy.
- Developed specialized service requests and process templates using business requirements gathered from end users. Improved request turnaround time and incident resolution time by converting costly manual processes and paper forms to web-based service requests.
- Provided technical support and drafted documentation for end users.
- Transformed organizational business processes from paper and MS Office-based processes to automated, audited web-based processes. Promoted employee adoption of ITIL processes: Average monthly service request volume increased by roughly 400% during tenure.

Loan Compliance Specialist, State Employees' Credit Union

Raleigh, NC – October 2013 - June 2015

- Created macros using Microsoft Excel and VBA to automate department procedures that were previously performed manually, freeing up employee resources for critical tasks.

Sr. Financial Services Officer, State Employees' Credit Union

Raleigh, NC – August 2010 - October 2013