

# Jason Luster

## Application Analyst II

Results-oriented Application Analyst with over eight years of proven expertise in strategizing, executing, and optimizing mission-critical technology solutions. Recognized for consistently delivering high-quality results through innovative approaches and meticulous attention to detail. Committed to making a meaningful impact and providing unparalleled value.

## Work History

SEP 2022 - PRESENT

### Application Analyst II

*Marine Federal Credit Union, Jacksonville, NC (Remote)*

In this role, I spearhead the development of innovative solutions aimed at streamlining internal processes and boosting organizational efficiency. From conceptualization to execution, I drive the transformation of our digital landscape, ensuring seamless operations and fostering technological advancements within the organization.

- Orchestrated the design and implementation of a cutting-edge SharePoint intranet, alongside automated workflows and low-code solutions. This initiative facilitated a smooth transition from the outdated intranet, empowering our teams with a more intuitive and collaborative platform.
- Pioneered the creation of bespoke Power Apps tailored to our specific needs, revolutionizing systems such as employee forums and recognition programs. These custom applications not only replaced outdated tools but also enhanced user experience and engagement.
- Engineered automated workflows for critical processes such as Policy & Guideline review, announcements, and organizational news notifications. By automating these workflows, we significantly reduced manual workload and mitigated the risk of errors, ultimately fostering a more efficient and error-resistant environment.

OCT 2018– SEP 2022

### Senior Application Analyst

*Traditions Bank, York, PA*

- Analyzed business and information technology requirements, researched solutions, and provided recommendations to key stakeholders across the organization.
- Assisted with the modification of business processes to improve technology integration, identifying any weaknesses, gaps, and opportunities for improvement.

## Contact

### Address

York, PA 17403

### E-Mail

Jason.Luster@outlook.com

### LinkedIn

linkedin.com/in/jason-luster

## Skills

Application Support

Business Analysis

Process Improvement

Project Management

Requirements Gathering

Technical Writing

Training & Development

Vendor Management

## Software

Active Directory

HTML / CSS

JavaScript

Microsoft Azure

Microsoft SharePoint

Microsoft Teams

Office 365 Suite

Power Apps

Power Automate

PowerShell

Server 2016, 2019

Windows 10, 11

- Created and delivered training sessions and documentation to end users and administrators. I trained, mentored, and provided guidance to the Junior Analyst(s).
- Maintained relationships with vendors to manage licenses, review contracts, and implement the latest software enhancements as instructed by the Chief Information Officer.
- Provided leadership to project teams by filling Project Manager and Technical Lead roles throughout all stages of the project lifecycle. These projects ranged in scope from single department to organization-wide solutions.

FEB 2016 – OCT 2018      **Help Desk Analyst II**  
*PeoplesBank, A Codorus Valley Company, York, PA*

- Provided Tier I Information Technology support to end users via phone and email.
- Completed daily processing activities including operations tasks; and end of day processing for online banking, core banking, report preparation and distribution, notice and check printing, and network backups.
- Assisted Application Analysts with projects, troubleshooting, vendor management, case management, and other assignments.
- Provided desktop support as needed under the direction of the network support team. This included tasks related to hardware and software inventory management; PC, thin-client terminal, and laptop setup and maintenance; printer maintenance; management of loaner devices and projectors; and in-person user support.

**Education**

JUN 2005      **High School Diploma**  
*Dallastown Area High School, Dallastown, PA*

**Certifications and Highlighted Training**

In Progress	CS50x – Introduction to Computer Science
MAR 2024	CSS Essentials
SEP 2023	HTML Essentials
FEB 2022	Fiserv – Nautilus System Administrator