

RYAN TSCHIRCH

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Analyst experienced in examining business processes, systems, and data to gain insight on ways to streamline business functions using the software development life cycle (SDLC).

TECHNICAL EXPERIENCE

SQL
Excel

Azure DevOps
PowerApps

Power BI
Power Automate

SharePoint
GitHub

EXPERIENCE

North Carolina Department of Agriculture

Business Systems Analyst

July 2023 – Present

- Lead meetings with division and section leaders to gather requirements for software enhancements and new functionality.
- Create and manage project backlog items, tasks, and bugs in Azure DevOps.
- Recreate old SSRS reports from on-prem SQL server to Power BI paginated reports.
- Create documentation and diagrams in markdown file format for upload to git repository.
- Complete department testing and manage user testing.

North Carolina Department of Justice

Applications Analyst

December 2019 – June 2023

- Lead team focused on replacement of the current case management system with a new, in-house application built on Microsoft Power Platform.
- Gather functionality requirements, business processes, and data definitions to create documentation from Department of Justice sections for the new case management application.
- Analyze current business processes to look for possible improvements to implement in the new case management system.
- Create SQL queries for ETL of data from old SQL Server database to SharePoint.
- Conduct user training and documentation for new applications and reports.
- Develop, deploy, and run administration of Power BI reports for different business divisions of the Department of Justice.

Windmoeller and Hoelscher Corporation

Business and Data Analyst

June 2018 – April 2019

- Extracted data and reports from corporate SAP database, cleaned data using Excel, and used data to develop ideas and insights for new ways to approach Sales, Service, and Distribution areas of the business with Senior VP.
- Performed analysis of machine parts sales data to build pivot tables tracking part sales vs. the market potential across equipment and equipment type as well as designing other tracking tables for closer review.
- Presented data analysis and suggestions for development of systems to alleviate problems and increasing ease of use to Senior VP to develop further projects.
- Updated and improved UI design and back-end functions for customer “communities” built with the IBM Connections platform.
- Designed and created forms in Google Docs for service technician visit tracking notes and created an Excel sheet for service visit proposals.

W.B. Mason

Business Systems Analyst

June 2016 – December 2017

- Met with stakeholders to gather requirements needed to develop upgrades for customer service side ERP functionality such as the automation of delivery route assignment for new and existing customers.
- Designed, created, and implemented a new website return system in collaboration with multiple interdepartmental stakeholders and team members.
- Analyzed daily order processing problems to manage and fix errors created during order placement or fulfillment.
- Created technical documentation for developers that included new UI design for existing user interface forms, new database requirements, and test plans for many projects.

- Documented bugs in newly developed functionality, collaborated with developers to perform fixes, then performed regression testing to the updated functionality of the database.

Bristol County Savings Bank

Residential Lending Systems Analyst

October 2015 – May 2016

- Created an in-house solution to bridge the gap between legacy lending system software and the new ERP database system the bank had recently purchased as member of a team.
- Supported workflow processes by learning residential lending software system and all lending processes.

Information Tech Support Intern

June 2015 – October 2015

- Performed Level 1 support such as password resets, general troubleshooting, hardware troubleshooting and maintenance.
- Successfully performed software installation and configuration for desktops deployed to 5 bank branches.
- Completed hardware configuration and setup of the new desktops at 5 bank branches.

EDUCATION

UNIVERSITY OF MASSACHUSETTS, DARTMOUTH

Bachelor of Science – Management Information Systems

Minor: Project Management

2016

OLD DOMINION UNIVERSITY

Bachelor of Science – Biology

Minors: Chemistry and Psychology

2005