

SAMUEL FRANTZ

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Summary

Current Business Systems Analyst with a variety of unique work experiences. Technical business professional with background in mathematics, quantitative analysis, and computer systems.

System Flexibility	Leadership Experience
Qualitative Analysis	Web Development
Microsoft Ecosystem	VBA, Julia, Python
Detail Oriented	Financial Services

Work History

Senior Business Systems Analyst

January 2020 - Present

Wells Fargo - Minneapolis, MN

- Navigate and query financial computer systems; analyzing data to resolve reporting discrepancies
- Research and resolve system reporting disputes for debit card, ATM, and electronic fund transfers
- Manage data and deliver resolution for consumer remediation cases; maintaining service level agreements
- Review financial data to identify and report metrics for government compliance
- Develop and lead business-line specific training for new hires

Founder

February 2019 - December 2019

Farside Coffee - Minneapolis, MN

- Designed and renovated building for coffee service in compliance with state laws
- Manage staff work and scheduling for day to day operations
- Created formal budget plans, expense reports, and worked adaptively with limited funds

Volunteer

IT Financial Service Specialist

January 2016 - March 2016

Investing Hope Foundation - Bogotá, Colombia

- Worked with a small team to develop a non-profit financial education foundation for low income residents
- Web design through content management systems
- Report and analyze quantitative metrics in CMS to optimize foundation reach
- Produced monthly reports using advanced Excel spreadsheet functions

B.A., Mathematics

University of Minnesota, December 2022