

422 Brown Street, #12
Iowa City, IA 52245
(512) 937 3489
Brendan.Fitzgerald@yesfitz.com

BRENDAN FITZGERALD

OVERVIEW

Strong history of technical experience and expertise in an interpersonal framework. Able to digest complex issues, and communicate them to every level from students to executives. Team-oriented leadership, project management, and passion for the big picture. Commercial Real Estate focus.

EXPERIENCE

GreenState Credit Union, North Liberty, IA – *Systems Manager*

November 2018 – Present

- Created and lead weekly Commercial Data Team Round-Up meeting.
 - Modeled after Scrum Stand-up Meetings.
- Project Manager for nCino selection, configuration, and implementation.
 - Created rubric for selection process and led demos/discussions.
 - Managed internal and external resources, including Commercial and Business Applications employees, RSM consultants, and multiple vendors.
- Sole Administrator for nCino/Salesforce system.
 - Configure changes and improvements in Sandbox and Production.
 - Work with vendor to implement new releases and features.
 - Provide day-to-day support for users.
- Configured, implemented, and administrate SilverLake core banking system.
 - Created initial documentation for users.
 - Led tax form process since implementation.
 - Field support questions, and maintain relationship with vendor.
- Collaborate with Data Team on modernization of Reporting.
 - Introduction of PowerQuery to Excel has enabled a more rapid transition to Power BI, as well as improved day-to-day efforts.
- Commended on multiple occasions by Senior Team.

1984 Barcade LLC, Wilmington, DE – *Server/Technician*

October 2017 – August 2018

- Managed all aspects of customer service including arcade maintenance, staging, service, and planning and supporting events.

Liberty Property Trust, Malvern, PA – *Systems Administrator*

November 2013 – October 2017

- Created and maintained knowledgebase for the IT department.
- Member of the Corporate Strategy group.
- Managed relationships with vendors.