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# BRENDAN FITZGERALD

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## 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.