Brian Schmidt

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Objective



Organized and detail focused coordinator who keeps complex work on track. I gather status from many teams, maintain trackers and dashboards, surface risks early, and follow through until tasks are complete. I understand how processes and systems fit together and I keep communication clear so projects move forward on time.

Skills and abilities



Project tracking and status updates • Stakeholder coordination and follow up • Issue and blocker escalation • Tracker and dashboard ownership in Excel and Google Sheets • Light project tools including Airtable, Asana, Trello, Monday dot com • Process mapping and documentation • Gap monitoring to targets and remediation tracking • Data quality checks using Structured Query Language and Power Business Intelligence • Meeting notes and action items • Cross functional liaison across sales and operations and product and finance

Experience



## Department of Veterans Affairs – Application Support Analyst Charlotte, NC 2022 – 2025

• Triaged user interface defects and back end failures using SQL queries and Splunk runbooks, reproduced issues, applied workarounds, coordinated with Tier 4 engineering, and resolved 280 priority incidents with 97% within service level agreement while reducing mean time to resolution 38%.

• Led 28 interviews across claims operations and information technology, captured complete requirements for fixes and small enhancements, wrote functional specifications and acceptance tests, and reduced post go live defect leakage 42%.

• Turned recurring issues into step by step guides and quick references so front line teams could resolve common requests without waiting on escalations

## Lendlease Construction – Application Support Analyst Charlotte, NC 2019 – 2022

• Mapped the end to end payroll process, translated union and overtime rules into time entry configurations and approval paths in JD Edwards, authored the functional specification and the test plan, executed user acceptance testing, and reduced payroll cycle time by 6 hours while lowering rework 27%.

• Built simple dashboards in Excel and Power Business Intelligence so leaders had an at a glance view of aging work, exceptions, and reconciliations

• Designed a data model with SQL and built 5 Power BI dashboards for accounts payable aging and accounts receivable aging and payroll exceptions and general ledger reconciliation, trained managers to self-serve, and shortened month end close by 2 days.

• Partnered with construction operations to connect Kahua and JD Edwards for project, vendor and cost data, authored interface specifications and validation rules, tested end to end, and improved data quality 35% while cutting daily integration failures 22%.

Education

## University of North Carolina at Charlotte – Charlotte, NC 2018

Bachelor of Science in Management Information Systems