Cassandra E. Terrell-Burleson

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SKILLS

Systems Administration & IT Support: Onboarding/Separating employees, streamlining processes, managing SSO/SCIM integrations, IT support and troubleshooting, Microsoft Active Directory, permission/access structures, disaster recovery, IT automation

Project Management & Leadership: Experience driving large-scale IT projects, collaborating with cross-functional teams, improving IT workflows, and implementing systems and policies to improve operational efficiency.

Database Management & Development: Advanced knowledge of database management (Oracle, SQL), data integrations, problem-solving with SQL and Oracle queries, and developing technical handbooks and documentation.

Security & Compliance: Information systems security, security group management, user access control, troubleshooting and ensuring access controls align with security requirements, experience with various security tools (Nmap, tcpdump, Metasploit).

Programming & Scripting: Python, JavaScript, HTML5, CSS3/SaSS, Typescript, PHP, JSON, XML, SQL & PL/SQL, Shell Scripting

Tools, Libraries, & Frameworks: Git, Node.js and jQuery, Webpack, Gulp, HTTP and REST

Cloud & Containerization: Experience with cloud services (AWS, Azure) and containerization (Docker, Kubernetes).

Collaboration & Support Tools: Git, JIRA, TDX, Salesforce, Workday, AppXtender, SAP, Microsoft/ Google Suite, ClickUp, Notion, ZenDesk.

EDUCATION & PROFESSIONAL DEVELOPMENT

B.S., Computer Information Systems and Business Analytics   12/2024
Metropolitan State University of Denver, CO   3.8 (BUS), 3.7 (CIS), 3.8 (Conc.)
Conc. in Application Development & Information Systems Security

Coursework:
Computer Information Systems
Managing Business Information Enterprise Systems,
Systems Analysis and Design, Advanced Database Management Systems,
Business Application Development, Business Web Page Development,
Telecommunication Systems and Networking, Information Systems Security,

Business
Strategic Management, Organizational Management, Global CSR,
Business Analytics I & II, Structured Problem Solving,
Calculus for Management and Social Sciences, Accounting I & II, Managerial Finance,
Principles of Macroeconomics, Principles of Microeconomics, Principles of Marketing

WORK EXPERIENCE

Enterprise Application Security Administrator
Metropolitan State University of Denver, CO

11/2021 - Present

- Managed TDX ticketing system, performing intake, triage, and prioritization of technical support tickets related to application maintenance.
- Collaborated with clients and developers to troubleshoot and resolve technical issues with enterprise applications ensuring timely issue resolution.
- Coordinated with internal stakeholders to prioritize tasks related to application security, bug fixes, and content updates.
- Developed and maintained documentation for all security-related issues and workflow processes, contributing to a smoother troubleshooting process for application updates.
- Achieved efficiency gains by reducing average ticket resolution time from 7-14 days to 3-4 days through process improvements and team collaboration.
- Managed user access, security protocols, and workflows, ensuring data integrity and security in systems like Banner, AppXtender, Workday, etc.
- Developed and executed queries to extract and analyze data for project management, ensuring content accuracy and functionality across platforms.
- Responsible for installation, maintenance, and support of various applications
- Perform administrative tasks related to operating systems, software, and thin clients
- Developed technical handbooks to represent design and code of new applications
- Evaluated existing applications and perform updates and modifications
- Conceptualize business process to help develop/improve storage of organizational information

Software: TDX, ClickUp, Ellucian Banner, ApplicationXtender, DegreeWorks, Workday, Salesforce, Oracle, TOAD,

Senior Team Lead
24-7 InTouch Call Center, Denver, CO

10/2014 - 07/2016

- Managed large-scale teams (200+ CSRs, facilitating project coordination, ensuring alignment on client deliverables, and prioritizing urgent issues using Agile and SMART goals frameworks.
- Ensured campaigns stayed within budget and guided staff to meet operational goals and improve performance.
- Led quarterly business reviews with clients to identify bottlenecks and recommend process improvements
- Managed task triage and ticketing systems, ensuring timely follow-up on open issues, driving cross-team collaboration for resolving issues, and ensuring smooth business operations.
- Ensured payroll information was on-time and accurate for team of CSRs
- Promoted professional and personal development of individual team members by administering performance evaluations, training needs, progressive disciplinary action, and career opportunity programs
- Negotiated, mediated, and arbitrated when required with customers or CSRs in order to resolve issues and meet expectations

Achievements:
- Decreased attrition rate by 23% after implementing incentive program

- Increased productivity & KPI metrics by 40% after implementing SMART goals coaching methodology
- 3 Promotions in 1st year: CSR Oct 2014, CSR II Apr 2015, Team Lead Oct 2015, Took on Senior Team Lead duties Dec 2015
- Facilitated and launched new LOB while CSR - The Store Experience Team
- Trained/Audited new Store Experience employees while CSR
- Nominated #1 agent on campaign 23 times and awarded People's First Award by client numerous times

Software: Five9, Avaya, ZenDesk, Oracle, & Percolate

COMMUNITY INVOLVEMENT

Women in Information Systems Empowerment, MSU 2023-2024
Black Students Lead Virtual Conference 2021, sponsored by Peace Corps
Officer for BLACXERA Student Organization,MSU, 2020-2022

INTERESTS

Passionate about optimizing workflows and processes while enhancing systems security through automation and best practices.

REFERENCES

Available upon request.