

Cassandra E. Terrell-Burleson

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SKILLS

Agile & Scrum Methodologies: Scrum Ceremonies, Sprint Planning, Daily Standup, Jira, SMART Goals, CI/CD

Communication & Leadership: Team Training, Technical Support, Stakeholder Communication, Performance Reviews

Project Management: Stakeholder Management, Ticketing Systems (TDX, Jira, Five9), Productivity Tools (Notion, ClickUp)

Web Development and CMS Platforms: HTML5, CSS3/SaSS, Javascript/Typescript, CMS Management (Salesforce, Wordpress, Webflow, Shopify, SquareSpace)

Software & Database Development: Python, PHP, JSON, XML, PL/SQL, Oracle SQL

Enterprise Applications: Access, Oracle, TOAD, Ellucian Banner, Workflow and DegreeWorks, ApplicationXtender, Workday, Microsoft/Google Suite, SAP

EDUCATION & PROFESSIONAL DEVELOPMENT

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

Relevant Coursework:

Managing Business Information Enterprise Systems, Systems Analysis and Design, Advanced Database Management Systems, Information Systems Security, Business Application Development, Business Web Page Development, Strategic Management, Organizational Management, Global CSR

WORK EXPERIENCE

Enterprise Application Security Administrator

Metropolitan State University of Denver, CO

11/2021 - Present

- Coordinated with internal stakeholders to prioritize web development tasks related to application security, bug fixes, and content updates.
- 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.
- 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, and Workday
- Developed and executed queries to extract and analyze data for project management, ensuring content accuracy and functionality across platforms.

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.
- Led weekly, monthly, and quarterly business reviews with clients to assess performance metrics, identify bottlenecks, and recommend process improvements, achieving a 40% increase in KPI metrics and a decrease in attrition from 38% to 13%.
- 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.
- Proposed and launched a new line of business (LOB); providing hands-on coaching to front-line agents and team leaders to improve productivity and ensure alignment with client expectations.

COMMUNITY INVOLVEMENT

Women in Information Systems Empowerment, MSU 2023

Black Students Lead Virtual Conference 2021, sponsored by Peace Corps

Officer for BLACXERA Student Organization, 2020-2024

INTERESTS

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

REFERENCES

Available upon request.