



PROFILE

Always the eternal cheerleader, my energy, attention to detail, organization, and work ethic are fueled by the desire to make the user experience conducive to the overall productivity of operations. As a big picture director, fluidity from technicians up to the executives are accomplished through rigorous policy administration. The ultimate goal? Make work fun again. Are you exceeding your own expectations? Jump out of your comfort zone and challenge yourself ... others are sure to follow!

CONTACT

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HOBBIES

Home improvement
Wine tasting
Family Meals
Artistic frugality

SHARI BURGESS

EDUCATION

Bachelor's degree: Mathematics from College of Charleston

WORK EXPERIENCE

Bookkeeper, CFO Advisor – SKBurgess Bookkeeping **12/2022 – Present**

- Accurate bookkeeping and record-keeping
- Budget analysis
- Analyze and structure your business to get positive cash flow on a regular basis
- Determine and prioritize the most important metrics your business needs to focus on
- Create easy-to-follow Action Plans to get our business on track
- Financial and Tax Reporting
- Detailed analysis of transactions

Rubber Ducky Plumbing - CEO, CFO, Software Engineer **08/2021–12/2022**

- Leading change: develop, implement, and organize vision; integrate key program goals, priorities, values; balance change and continuity; strive to improve customer service and program performance; create work environment that encourages employees to exceed their potential.
- Lead people: design and implement strategies to maximize employee potential and foster high ethical standards in meeting the organization's vision, mission, and goals.
- Results Driven: stresses accountability and continuous improvement; able to make timely and effective decisions and produce results through strategic planning, implementation, and evaluation of programs and policies.
- Business Acumen: acquire and administer human, financial, material, and information resources; develop and implement IT strategy to support objectives and growth plans; establish IT policies, procedures and standard operating procedures to promote efficient, repeatable processes to maximize high value services.
- Building Coalitions/Communication: talent to explain, advocate, and express facts and ideas in a convincing manner; negotiate with individuals and groups, internally and externally; develop and maintain relationships with external partners and vendors; identify internal and external policies that impact the work of the organization.

Heroes Restoration – CRO, CIO, HR & Office Manager **2/2020 – 10/2022**

- Forged small business into multi-million dollar company in first year.
- Develop user-centric understanding of devices and software. Define and re-engineer business processes and associated system requirements; configure API, automate system process.
- Solution strategist: analyze, gather requirements, design, build, test, implement, solution design, software engineer, customer service, stakeholder management; support, and documentation in an agile environment; re-design complex systems into user-friendly platforms.
- Financial development, budget, forecasting, reporting, record-keeping, collections

- Command central liaison for customer service, human resources, payroll, software engineering, training, implementation, inventory, and financials.
- Transform low-level systems into user-centric technologies to improve functionality
- Technical, standard operating procedures, process, user, and training documentation
- Administrator of all software systems

Fastrac, Inc. Office Manager, 2018–2019

Day-to-day operations, A/R, A/P, software administrator, Procore certification, scheduler/dispatcher, project manager

Principal Lead Developer, SQL Developer/Programmer, Software Engineer, Project Manager, BSA, 1995–2018

Progressive experience from programmer, lead developer, software designer, software engineer, project manager, business systems analyst, business intelligence analyst, to chief financial officer. Clients ranged from federal government, military installations, state government, to private businesses both small and large.

Professional summary of Qualifications

- Action-oriented
- Problem solver
- Big picture view on systems and solutions
- Create and communicate strategy with vision
- Exceptional team-building exercises to foster growth of individuals, work ethic, morals in business
- Engage with employees and customers by listening to their needs/complaints/compliments
- Sociability
- Consistently learn and implement new ideas, processes, systems
- Creative
- Frugal
- Time management
- Strong communication
- Response time to issues
- Embrace change
- Forward-thinking; thought-provoking
- Hands-on
- Approachable
- Lead stakeholders and explain impact on business operations
- Experience with complex organizations and systems to identify actionable recommendations
- Proficient in administration of new processes and procedures
- Consistently focus on improving the health of systems and assist people with understanding how to use them through direct support interactions as well as scalable solutions
- Passionate about solving people's issues
- Connect people with the world and build relationships with community and clients
- Lead high-performance teams to achieve their goals through the development of knowledge and skills
- Collect and communicate data to executive stakeholders for decision-making, financial acuity, recommendations
- Develop detailed architectural strategy, clarify definitions and create sound data governance processes
- Experience in developing complex data models spanning multiple integrations and systems
- Implement training methodologies that directly impacted technicians in the field for success
- Consistently train employees and cross-train for back up