Frank P. Keating

Business System Analyst

PMP and ICCP-certified business system analyst with 5+ years of experience. Thanks to removing a bottleneck in the post-sales workflow, Kraviec's customer retention grew by 35% in only 6 months. At Minazo, determined to deliver in-depth system analysis aligned with business needs and requirements, leading to revenue and customer satisfaction increase.

Experience

2015-03 - present

Systems Analyst
Kraviec Inc.

- Oversaw 5 successful projects on sales process improvement and supported with analysis, gathering specifications, designing workflows and demos.
- Assisted with implementing SaaS for 3,000 end-users, sharing expertise on software infrastructure.
- Recorded +50 webinars for learning to staff, explaining features of daily-use software.
- Served as a liaison between technical writers and internal communication specialists, developing and distributing technical manuals aligned with the roll-out of a new working environment across the entire company (with a 94% CSR).
- Attended monthly stakeholder and board meetings to gather insights and report on industry trends.
- Supervised a team of 4 system analysts.

Key achievement: Removed a bottleneck in the post-sales process, increasing customer retention by ca. 35%.

2013-12 - 2015-02

Database Administrator
Kraviec Inc.

- Administered and maintained Oracle and Microsoft SQL Server 2000/2005/2008 databases.
- Coordinated data transfer to a new database with 0 missed deadlines.
- Designed and implemented database maintenance procedures, reducing operation risk by 8%.
- Acted as the first point of contact for data admin support.

Education

2022

Master of Business Administration (MBA) in Information Technology
University of the District of Columbia, Washington, DC
Expected graduation in 2022

2013

Bachelor of Science in Computer Science
University of the District of Columbia, Washington, DC

Certificates

2021

ISCB—Certified Software Business Analyst (CSBA), working towards completion

2019

PMI—Project Management Professional (PMP) Certification

2017

ICCP—Information Systems Professional (ISP)

Personal Info

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LinkedIn
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Skills

SDLC
●●●●●

Information infrastructure
●●●●○

Cybersecurity
●●●●●

Troubleshooting
●●●●●

Attention to detail
●●●●○

Analytical thinking
●●●●○

Problem-solving skills
●●●●○

Project management skills
●●●●●

Communication skills
●●●●○

Interests

Writing pro bono articles for a technology and cybersecurity blog (just published my 30th article titled *Building On-the-Job Experience as a Systems Analyst*).

Keeping up with the emerging technology via blogs, podcasts, and magazines.