

# GEREMY SANTOS

## BUSINESS SYSTEMS ANALYST & CONSULTANT

619-889-7517

geremysantos@gmail.com

Los Angeles, CA

### SKILLS

- Business Systems Analysis
- Requirements Gathering
- Solution Architecting
- Project Management
- Technical Writing
- Systems Training
- Programming
- Data Analysis
- APIs
- **Software and Tools**
  - Javascript
  - SQL
  - Microsoft Teams
  - Microsoft Power Apps
  - Microsoft Power Automate
  - Microsoft Azure
  - Dynamics 365 CRM
  - Microsoft Power BI
  - Microsoft 365

### CERTIFICATIONS

- Microsoft Certified: Power Platform Solution Architect Expert
- Microsoft Certified: Power Platform Functional Consultant Associate
- Microsoft Certified: Dynamics 365 Sales Functional Consultant Associate

### EDUCATION

San Diego State University

- B.S. Management Information Systems
- 3.8 GPA

### PROFILE

Business Systems Analyst and Consultant with over 7 years of experience architecting, gathering requirements, implementing and supporting technical solutions to streamline business processes. Passionate about leveraging technology to optimize processes, solve problems and enable people to perform their best.

### PROFESSIONAL CAREER

#### Business Systems Analyst & Consultant

##### VetaTek (Feb. 2017 - Present)

###### Chubby Fish

- Streamlined inventory management, order fulfillment and vendor settlement processes by developing a new Power Apps application integrated with Power Automate workflows
- Improved data-entry efficiency and enabled real-time monitoring of product inventory at ports for fish technicians by developing a new Power Apps mobile application

###### The Honest Kitchen

- Improved data analysis and reporting capabilities by consolidating the client's disparate data sources and ad hoc reports into a SQL database and scalable, self-serviceable set of reports using Microsoft Power BI

###### Creative Mines

- Facilitated the launch of client's B2C sales channel by configuring a Shopify website to sell product samples, resulting in increased revenue, expanded customer base, and improved brand awareness

###### Cognitive Health Solutions

- Reduced number of telehealth appointment gaps by implementing a new Power Apps application to streamline provider, administration and patient related processes

###### Construction Notice Services

- Increased data integrity and reduced data-entry workload for company providing legal documentation delivery services at a high volume by implementing a new Power Apps application
- Successfully reduced physical office supply costs by implementing digital forms and automating manual processes

#### Operations Specialist

##### Luster (May 2016 - Feb. 2017)

- Reduced risk of inventory shortages and surpluses through the implementation of an inventory management system
- Improved Operations team efficiency by establishing and distinguishing specific roles and responsibilities within the team

# GEREMY SANTOS

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Dear Hiring Manager,

Hello! My name is Jeremy Santos and I am excited to express my interest in the Implementation Specialist role at Plaid. With my extensive background as a Business Systems Analyst and Consultant, coupled with my experience in designing and implementing technical solutions, ability to quickly learn new technologies, and exceptional communication skills, I believe I would be a great candidate for this position.

As a Business Systems Analyst & Consultant in my current role, I am responsible for managing, architecting and implementing technical solutions for our clients. Many of these solutions required working with APIs and ensuring detailed integration between applications, a key skill you strongly prefer for this role. Moreover, each project has also required me to swiftly adapt and learn new technologies and tools, enabling me to deliver optimal solutions that meet our customers' needs.

My background has also equipped me with the skills necessary to effectively collaborate with both technical and non-technical stakeholders, refining my ability to convey complex technical concepts to diverse audiences. By bridging the gap between technical and business teams, I have been able to ensure successful project implementation while satisfying business requirements.

I am available at any time for an interview and I look forward to potentially discussing more of my experiences and the position if you believe I would be an ideal candidate.

Thank you.

-Jeremy