Steven Butler

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SAP consultant

Skilled in analyzing and improving computer systems to enhance business operations. Experience includes identifying system requirements, designing solutions, and integrating software applications to optimize workflow and increase efficiency. Strengths encompass strong analytical skills, adept problem-solving abilities, and proficiency in developing user-friendly solutions. Contributed to significant improvements in system functionality and user satisfaction in previous roles.

Work

Self-employed Transportation Provider Professional Rideshare Driver
Lyft   May 2023 - present

- Independent Contractor
- Delivered safe, reliable, and customer-focused transportation services across the Milwaukee and other surrounding communities, completing thousands of rides with consistently high ratings.
- Maintained a strong track record of punctuality, route efficiency, and passenger satisfaction.
- Managed all aspects of independent business operations including scheduling, customer service, vehicle maintenance, and compliance with local transportation regulations.
- Adapted to dynamic environments, leveraging GPS and traffic data to optimize routes and reduce wait times.
- Cultivated strong interpersonal skills by engaging with a diverse customer base, resolving issues in real time, and maintaining professionalism under pressure.

Project Manager   Feb 2022 - June 2022
ModernHire, Delafield, Wi

- Manage day-to-day operational aspects and scope of assigned projects
- Troubleshoot any issues that may arise during implementations process
- Engage directly with clients to identify implementation success factors
- Assist clients with collection, loading, and configuration of data
- Structure metadata to retrieve coded information related to web authentication
- Consult with clients to specify I.T specs and requirements for branding implementation configurations
- Develop and direct software system testing and validation procedures, programming, and documentation
- Collaborate with teammates to identify, refine, and implement best practices
- Store, retrieve, and manipulate data for analysis of system capabilities, language resource and administrative permissions

- Maintain sales force application thru 3rd party developers (API).
- Educated clients by explaining all technology issues in terminology that was simple to understand

Technical Consultant   June 2021 – Dec 2022
Fiserv, Brookfield, Wi

- Responsible for mapping clients web hosting services to meet compliance
- Review existing client's website IP addresses to prepare for deployment
- Performed Services implementation tasks not limited to, setup and client's portal
- Oversee modifications made to system parameters within client's test and production databases in preparation for live card services event
- Applied scripts for use API to allow functional webpages
- Manage and deliver tasks by completing project milestones within Service Point timeline
- Collaborated with support team to assist client with emergent technical issues and develop effective solutions
- Maintained 200 records, logs and lifecycle documentation of clients work requests
- Works with clients through life cycle of installation, training, and maintenance of computer server

System Applications Product Consultant   Oct- 2022 - March- 2023
Narwal Staffing, Cincinnati, OH

- Analyzed client business processes to propose optimal software applications for unique requirements.
- Enhanced and reconstructed computer systems to increase efficiency.
- Installed system updates to address vulnerabilities and reduce security issues.
- Organized system operating procedures to strengthen controls.
- Developed diagrams to describe lay out for Unity's 800+ operational steps.
- Supported software implementation with client training and troubleshooting expertise.
- Revamped existing system to improve functionality or repurpose for new requirements

SAP Analyst   Dec 2019 – Dec 2021
FIS, Milwaukee, Wi

- Responsible for conducting data analysis and software testing of online banking portals before program deployment
- API experience with banks enabling systems to function properly
- Used SQL database query language to retrieve data in Oracle DB for seeing, changing, or deleting data
- Through data analysis, product mapping and interviews, gathering forms and data files from customer and other requirements for software utilization and discusses any software customization requirements with programming team
- Reviews conversion results (reports, balancing, data load, software changes) with client to refine and confirm requirements
- Creates data maps and transaction 100s of workflow documents showing exactly

how every field of information will be converted
- Shares data maps with programmers, clients, and others as appropriate to ensure successful conversion.
- Trained staff and users to work with computer systems and programs.
- Developed and managed project plans while providing status updates to management.
- Streamlined acquisition of reporting requirements and specifications to disseminate across multiple business lines and IT support teams.
- Developed, documented and revised system design procedures and quality standards.

References

- Jones.Jackie@FISglobal.com
- Markus.Jordan@Fiserv.com
- Williams.Laide@FISglobal.com

Education

Bachelor in Business Management   Jun 2003 - jun 2006

Bryant & Stratton college

- Specialized in Business Administrative and Communication.
- Achieved 2 honorary awards for final thesis.
- Marketing Advisor to the school board.

Other Activities

- Member of the New York soccer club. I enjoy sport, traveling, listening to music and sharing a great meal with friends.