

**KRYSTLE MARSHALL**  
**7160 CAMWELL DRIVE**  
**INDIANAPOLIS, IN 46268**  
**Phone: 317-446-8564 (mobile)**  
**Email: mrs.krystle.marshall@gmail.com**

#### **CAREER GOAL**

To obtain a position in an innovative organization that will effectively utilize my acquired transferable and analytical skills while enhancing my technical and leadership skills.

#### **SUMMARY OF PREVIOUS CAREER EXPERIENCE**

Accomplished IT Professional with seven years experience in the pharmaceutical industry. Proficient in organizing, developing, and supporting customer focused quality business solutions through vendor selection/management, and systematic project management. Hands-on experience leading all stages of the system development life cycle, including requirements gathering, documentation, designing, testing and support. Over 2 years of experience in higher education with an admissions office assisting with potential academic scholarship recipients.

#### **PROFESSIONAL EXPERIENCE**

CTB MCGRAW-HILL

Apr 2015–Jul 2015  
Mar 2014 - Aug 2014

##### **Test Evaluator**

###### ***Responsibilities:***

- Review, test, and qualify for various standardized testing items in math, language arts, science and writing.
- Evaluate and score standardized test results in math, language arts, science and writing in a fast-paced environment.

OLD NAVY

Oct 2013 – Aug 2014

##### **Sales Associate**

###### ***Responsibilities:***

- Unpack, sort, and assemble shipment items and deliver to the sales floor.
- Process customer transactions, returns, and submit Old Navy credit card applications.
- Assist customers in fitting rooms as well as provide service on the sales floor.

ELI LILLY AND COMPANY, INDIANAPOLIS, IN

Jan 2009 - Nov 2011

##### **Senior Systems Analyst**

###### ***Responsibilities:***

- Served as a liaison between the internal business customers and outsourced programmers to provide quality updates and service to the learning management system.
- Defined and documented requirements for transition to a new learning management system vendor.
- Assisted business partners in data mapping activities and identified any gaps.
- Maintained support and managed expectations for legacy training management system while new system was being configured.
- Point of contact for disaster recovery activities and created job aids for future use.

ELI LILLY AND COMPANY, INDIANAPOLIS, IN

**Senior Systems Analyst**

2007 to 2009

***Responsibilities:***

- Partnered with HR groups in managing SAP and training administration requirements for complex business processes for key stakeholders.
- Facilitated weekly status meetings for key stakeholders and vendors.
- Triaged and prioritized all incoming trouble tickets.
- Tracked trouble tickets and change requests through completion.
- Managed external vendors to support the updates and change requests of the stakeholders.
- Represented proposed fixes/enhancements at configuration integration team meetings.
- Managed and coordinated all on and offshore vendor activities for training administration. This includes but not limited to: break/fix, enhancements, creation of test scripts for system implementations, performance and latency testing.
- Coordinated efforts to insure successful delivery of new SAP/training administration quarterly system releases.
- Coordinated data scrambling activities for non-production environments.
- Managed training system implementation in Japan, China, Egypt, and Asia.

ELI LILLY AND COMPANY, INDIANAPOLIS, IN

**Systems Analyst – Solution Delivery - Manufacturing Operations**

Aug 2004 to Jan 2007

***Responsibilities and Highlights:***

- Created, verified and executed test scripts to support system release updates.
- Resolved and retested defects logged during testing phases.
- Partnered with technical architects to support enhancements and fixes to SAP.
- Created and updated requirements and functional specifications as required.
- Lead contact in developing custom functionality in SAP.

ELI LILLY AND COMPANY, INDIANAPOLIS, IN

**Information Technology Intern – Manufacturing Quality Informatics**

Summer 2003

***Summer Project:***

- Developed and maintained an internal website that provided user friendly access to standard operating procedures and other team related documentation.

INDIANA STATE UNIVERSITY – OFFICE OF ADMISSIONS, TERRE HAUTE, IN

2002 to 2004

**Academic Scholarship Student Assistant**

***Responsibilities and Highlights:***

- Tracked incoming academic scholarship applications and corresponding statuses.
- Managed scholarship database throughout the scholarship selection process.
- Prepared and mailed literature to potential students.
- Assisted with meet and greet functions for incoming scholarship recipients.

**EDUCATION**

- WESTERN GOVERNORS UNIVERSITY – INDIANAPOLIS, IN

**MBA – IT Management - In Progress – August 2016**

- INDIANA STATE UNIVERSITY – TERRE HAUTE, IN

**B.S., Management Information Systems – Magna Cum Laude – 3.82 GPA, May 2004**

**INDIANA STATE UNIVERSITY - Accolades and Campus Involvement**

- Indiana State University Presidential Scholar
- Resident Assistant (RA) - 2001-2004
- Wall Street Journal Award Student Achievement Award Winner - 2004
- MISA (Management Information Systems Association) – President 2003-2004
- Alpha Kappa Psi (Business Fraternity) – 2001-2003

**TECHNOLOGY SUMMARY**

Systems/Applications: Microsoft Office Suite, Microsoft Visio, Microsoft Project, HTML, SQL, Remedy ARS, Documentum, Regulus, Windows, Lotus Notes, SAP ERP, HP Quality Center/Test Director, Solution Manager, SABA, TOAD