

Nicholas Petitt

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Summary

Nicholas is a hard working, analytical, adaptable, and agile IT Systems Analyst at Global Credit Union (formerly Alaska USA) with experience as an IT Service Desk Analyst II seeking relevant technical positions. Core competencies include: User and regression testing, workflows and systems diagramming, implementations, incident management, reporting, analytics, IT support and team collaboration. Interested in roles like: systems analyst, business analyst, product analyst, service desk analyst, operations, financial analyst, or related.

EXPERIENCE

Global Credit Union (formerly Alaska USA)

September 2022 - April 2024

IT Systems Analyst, Retail Financial Operations

Remote

- Identify and solve business problems by collaborating in the development and implementation of value driven business solutions. Analyze, understand, and document business processes. Associate documented business processes to product features. Recommend improvements to identified business process inefficiencies.
- Collaborate with the product development team on test case development, execution, and acceptance. Collaborate with the product development team on creating user stories and corresponding tasks / features and refinement.
- Define and document product features in collaboration with product owners (systems / workflow diagrams)
- Collaborate with retail financial operations to create changes: ATM's, ITM's, Branch Coin Machines, Software Updates, branch changes, symitar changes, console changes, account changes, implementations, testing, etc

Global Credit Union (formerly Alaska USA)

November 2021 - September 2022

IT Service Desk Analyst II

Remote

- Provide tier II technical support to resolve routine technical problems via phone, email, and self service.
- Participate in troubleshooting more complex problems requiring additional technical resources.
- Act as a problem / outage coordinator by leading and direct response / resolution efforts for complex system and problem outages until duties are assumed by senior information management personnel.
- Provide timely and accurate error findings / completion notifications for - Akcelerant EOD / Goodnight / FIS processing / Jack Henry incidents to credit union staff and information management.

Goldenwest Credit Union

Fall 2020

Software Engineer, Internship

Remote

- Install, modify, enhance, and customize the organization's core processing system (Symitar);
- Customize, design, code, and maintain business applications and forms in a Symitar / Episys environment utilizing Power On, Symform, Javascript, HTML, and other appropriate programming languages;
- Adhere to full-project lifecycle development by identifying requirements, designing specifications, developing code, testing, troubleshooting, and implementing programs into the production systems in a quality manner after testing and technical documentation.
- Continually review and monitor systems, application capabilities, and department needs.
- Troubleshoot and resolve user issues arising from daily symitar operations. Implement and troubleshoot programming changes.
- Communicate with stakeholders to determine business requirements and processes to develop programming / IT project specifications.

EDUCATION

Colorado State University, Global Campus

(Graduated)

Bachelor's degree, Information Technology

Greenwood Village, Colorado

Relevant coursework: Managerial Economics, Microeconomic Principles, Business Policy & Strategy, Information Systems Analysis & Design, IS Design & Management, Principles of Accounting and Financial Reporting, Database Concepts, Database Management, Cloud Computing & Big Data, Statistics in Business Analytics, Information Systems and Security, Basic Programming (Python), IT Project Management, Intermediate Networking, and Network Enterprise Solutions

CERTIFICATIONS, SKILLS and INTERESTS

- Microsoft Certified, Azure Cloud Fundamentals (AZ 900)
- Jack Henry University - Power On 101, Database Organization & Language Concepts (completed at Global Credit Union)
- Jack Henry University - Power On 102, Specialized Functions and Batch File Maintenance (completed at Global Credit Union)
- M&A / Systems Integration / Analytics / Incident Management / ServiceNow / Azure / Project Management / User and Regression Testing / Remote Testing: Retail Banking: ATM's / ITM's / Symitar Changes / Branch Coin Machines / Reporting / Implementations / Symitar / Systems & Workflow Diagrams / Microsoft Access / Excel - Visual Basic, Macros, Pivot Tables / PowerPoint / Word / ASANA / Agile Project Management / SDLC / Daily Stand Ups / Task & Feature Creation / User Stories / Genesys / Python / SQL / Power BI
- Mountain Biking, watch collecting (everyday carry), hiking, gaming, tabletop gaming, maps (geography), finance & technology
- Eagle Scout - Completed from Boy Scout Troop 733 in Yorba Linda, California