MATT BROPHY

Document Services - Business Analyst IV

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SUMMARY:

I am an experienced business analyst on a shared services team, with a focus on client facing communications. I strive to find solutions for process automation, and work closely with the product users and stakeholders to identify areas of improvement.

My passion is building web applications, and I'm currently enrolled in the IT-Web Software Developer degree at Madison Area Technical College. This program has a focus on Java, HTML, CSS, PHP and JavaScript. I am eager to continue expanding my technical skillset and am enthusiastic about learning new technologies.

WORK EXPERIENCE:

Document Services - Business Analyst IV

Nelnet Diversified Solutions March 2022 - Present

- Configure and maintain third party print and mail software which fulfills communications to our customers.
- Develop automation of workflows for a production print and mail environment, optimizing efficiency and reducing manual errors.
- Design and execute comprehensive test plans for workflow changes, ensuring smooth transitions and minimal disruptions to operations.
- Collaborate with Shared Services teams to understand workflows and develop process automation.
- Temporarily assisting with a Customer Communications Management (CCM) team in a business & quality assurance analyst role.

Program Manager - Operations

Nelnet Diversified Solutions March 2019 – March 2022

- Work with clients to understand requirements and onboard new production.
- Communicate, coordinate and see through delivery of projects from start to finish.
- Quality check and test new workflows prior to implementations.
- Meet hard deadlines.
- Acting product owner for IT delivery team.

Production Operations - Product Owner

Nelnet Diversified Solutions February 2017 – March 2019

- Maintain and prioritize product backlog for IT delivery team.
- Practice Scrum and company policies.
- Communicate and work with stakeholders.
- Own and guide product vision to ensure we are producing the best support.
- Act as a liaison between operations and IT delivery to ensure operations is running efficiently.

TECHNICAL SKILLS:

- PHP
- HTML
- CSS
- Java
- JavaScript
- Project Management

SOFT SKILLS:

- Communication
- Leadership
- Problem Solving
- Adaptability
- Teamwork
- Customer Focus

CAREER ACHIEVEMENTS:

- Played a pivotal role in the transition of our print fulfillment processing software to a new, more cost effective solution, overseeing workflow design and software configuration to meet our specific department requirements.

- Supported and tested an effort to rebrand hundreds of communications for our two largest portfolios in the company. Collaborated closely with stakeholders and team members to ensure seamless execution and adherence to brand guidelines.

- Oversaw the development and implementation of PowerMTA, an enterprise-wide email delivery solution, enabling us to efficiently communicate with millions of customers.

- Successfully on-boarded three major internal clients to our print and mail services, doubling our annual output. Collaborated with each client to understand their needs, develop tailored solutions, and ensure a seamless transition from external print vendors.

EDUCATION:

Architectural Technician | August 2006 – August 2010
Madison Area Technical College

Certified Product Owner | March 2017
Scrum Alliance - CSPO

In Progress:

IT-Web Software Developer | August 2022 – Expected Completion Spring 2025
Madison Area Technical College