Drew Corrigan

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Summary

Detail-oriented Business Systems Analyst with 11 years of experience delivering solutions across ERP, CRM, and payment processing platforms. Strong background in application support, system optimization, and integration, ensuring seamless functionality and user experience. Skilled in optimizing system configurations, integrations, and reporting solutions. Proven ability to support cross-functional initiatives involving financial analysis, operations, and customer experience, with a strong focus on data consistency, system usability, and process automation. Adept at managing stakeholder priorities, resolving complex issues, and guiding product strategy through cost, data, and performance-driven insights. Thrive in both independent and collaborative team environments.

Work Experience

2022 - 2025   Functional Business Analyst III - Costco IT, Issaquah WA

- Functional analyst for Costco's eComm digital services management team, monitoring API service availability daily to ensure compliance with SLAs (Splunk/Excel); providing assistance to high priority incidents related to service vendors (SaaS) specific to payment and fraud, including Accertify, Mastercard/Ekata, Fiserv, and LexisNexis
- Collaborated with internal and external teams; Vendor Management, Legal, Privacy, Engineers, Analysts, Business and IT leadership to establish alignments on priorities, development tasks, testing, and deployment activity
- Managed service contract agreements (MSA), renewals (SoW), purchase orders, cost plans, and invoice reconciliation (Ariba/SAP), ensuring the actual costs align with the approved budgeted fiscal forecasts, keeping variances under 5% of their forecasts for 8 different vendors totalling 4.5M annually, accounting for YOY growth
- Led the assessment of IT requirements for 5 high-impact projects, engaging 8 stakeholders to ensure comprehensive scope definition; this initiative improved project timelines by an average of 2 weeks per project
- Analyzed IS requirements across B2C and OMS teams, identifying shared objectives and dependency mapping, improving delivery timelines and cross-team PI alignment through streamlined communication (SAFe)
- Identified opportunities to reduce transaction fraud and risk scenarios to enhance overall risk management services (RMS) leading to an annual savings of $550k, fostering strong relationships with service partners
- Coordinated the onboarding of new digital service partners, requesting Privacy Impact Assessment (PIA/VRA) to identify and mitigate privacy risks related to data and PII in collaboration with the risk management team
- Utilized ServiceNow (INC/CHG/PRB) for incident, change, and problem management based on trend reporting.
- Adapted Jira methodologies, Agile Scrum/Kanban (Azure DevOps), writing user sprint stories focusing on high priority projects which bring value and a positive impact to both end users and business stakeholders
- Led the identification, analysis, documentation and implementation for project compliance, including key policy and procedure improvements, SOPs, tools and methods for Costco's digital product management teams
- Acted as the service account advocate promoting the inclusion of software enhancement and fixes for future development work, while noting all planned outages on a shared maintenance calendar

2020 - 2022   Systems Analyst II - Starbucks, Seattle WA

- Worked on the Starbucks Connect program to assist store partners and vendors in provisioning new POS hardware (Oracle Simphony), and POS installation using remote access and software distribution tools
- Integrated Elavon's Converge API to support full payment lifecycle: tokenization, authorization, capture, refund, and reconciliation. Conducted root-cause analysis on failed transactions based on error codes and card response data

- Led investigation and resolution of Elavon PED processing issues, partnering with store teams to execute end-to-end test transactions; validated tipping configuration and ensured seamless integration for POS system payment along with mobile orders for card-present and card-not-present scenarios
- Analyzed system configuration for Starbucks Connect stores, scheduling procedures to address bug fixes and producing server endpoint credentials for Starbucks stores being staged (RDP/Kaseya)
- Collaborated with internal business and IT teams (CSM/TAM) to assist with bi-monthly projects along with active problems, strategizing long-term resolutions for ongoing issues reported to Starbucks service desk (NCR)
- Reviewed benefits developed from system improvements, assessed possible bottlenecks and major impacts on the business stakeholders. Producing prompt and thorough communication with individual end-users (Salesforce)
- Assisted with testing and implementing system updates to help with the integration between cross-functional team applications, while keeping Confluence KBA's & SOP's up to date with procedural findings (Atlassian)
- Created a variety of reports with detailed filters to provide advanced dashboards and metrics on performance
- Worked with internal IT and business partners to aid with standardizing successful deployment plans for Starbucks Connect store system upgrades, ensuring optimal performance and reliability (Microsoft Office 365)
- Ran queries (Splunk) for approximate data analysis on issues reported to the service desk

2014 - 2020   Systems Analyst - Holland America Line, Seattle WA
- Primary support for all shipboard applications including Oracle's ERP hotel property management system, analyzing system capabilities, and gathering requirements to improve business processes for fleet systems
- Managed and prioritized active production support incidents (ServiceNow) based on urgency and complexity
- Expert in agile scrum project management, hosting sprint meetings with business users, Jira backlog grooming (Atlassian), and retrospective meetings to highlight accomplishments along with areas for process improvements
- Maintained scheduled automated jobs for IT, HR, OBR, GEPD, logistics and nautical teams helping optimize process workflows and improve overall performance by 60% with successful (.dta) file transfers, while ensuring ship POS menu items were configured correctly and reflecting active available items (Oracle Simphony 9500)
- Collaborated with cross-functional teams to assess customer needs, working with product owners, business users, and DevOps to implement high value features, increasing guest satisfaction and revenue (Microsoft Dynamics 365)
- Strong communication skills, collaborating with business users on consumer enhancement requests integrated with existing systems, uploading enhancements in UAT, and confirm end user approval in QA before deployment
- Produced 25+ data reports using ServiceNow, Crystal, Excel (data validation/pivot tables) to create dynamic presentations showing application trends and analysis to identify system bottlenecks (ITSM)
- Project Manager for 6 business and IT initiatives, outlining project scope, and ensuring both technical and business impacts have been assessed for architecture review, increasing project consistency by an average of 20%
- Assisted risk advisory and governance team with SOX audits, identifying potential risks with compliance impacts
- Supported system data and functions including itinerary, procurement, inventory, supply chain, finance, and eCommerce. Ensuring successful ship to shore data transfers to address any new passenger request changes
- Assisted with running manual SQL scripts via Scriptrunner (Toad), deploying report files fleet-wide (FTP), and facilitating manual workarounds during known maintenance outage windows
- Created and maintained system documentation SOP and Wiki KBA's within Confluence (Atlassian)

Education

Central Washington University - Ellensburg WA
Bachelor of Science - Information Technology and Administrative Management