## John Gianatasio, II.

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### SUMMARY

Experienced IT professional with experience in systems management, project and support leadership with a passion for Data Analytics. Brings a background in both industry and consulting roles, effective at managing cross-functional relationships to deliver results against key client initiatives.

### SKILLS

**Analysis/BI**: Power BI, SAP Business Objects, Microsoft SQL Server Analysis Services, Tableau

**Databases:** SQL Server, SAP BW

**Languages**: RStudio, Python, SQL, SAS

**Application:** SAP Sales Cloud, SAP TPM (Trade Promotion Management), Oracle Sales Cloud

**Advanced Analytics:** Text Mining, Data Visualization with Python, Advanced Predictive Analytics, IBM Watson Explorer, Kali Linux

**Productivity and Other**: MS Office Suite, SharePoint, Security, ITIL Certified, Blue Prism RPA, Duo Mobile

### EDUCATION

**Northern Illinois University**

M.S. Data Analytics, 2020

B.S. Operations and Information Management, 2011

### EXPERIENCE

**First Nation Group,** *Business Systems Analyst* 2022 - Current

* Managed projects and support efforts.
* Led implementation of reporting improvements.
* Worked with functional areas of the business to gather requirements for new system implementation.

**Honey Can Do International,** *Systems Analyst (Position Eliminated – Cost Cutting)* 2021- 2022

* Implemented ITIL Incident, Problem, and Change Management for managing the IT Service Desk.
* Designed and developed Profitability Dashboards for Executive Leadership team.
* Project Lead for Robotic Process Automation (RPA) to automate processes for Finance and Customer Service.
* Managed and executed:
  + Rollout of 2-Factor Authentication for both workstations and VPN using Duo Mobile.
  + Rollout of 2-Factor Authentication for O365.
  + Rollout of BitLocker across workstations.
* Improved support for business operations and continuity of systems through regular contact with SMEs and Managers in each area of the business.
* Developed SOPs for executing key IT Service Desk activities.

**theITSupportCenter,LLC.** *Certified Tech Advisor (Contract)* 2019

* Supported off-the-shelf applications, including MS Office, SharePoint, Skype, Windows, Adobe, and mobile devices such as the iPhone, Windows Phone, and Androids in order to increase the productivity of Fortune 5000 customers.
* Managed Active Directory Groups and Users to deliver against customer requests.
* Performed troubleshooting and installation of printers, scanners, and handheld devices.
* Developed procedures for executing key support activities.

**Northern Illinois University** *CRM Operations (Position Eliminated – ReOrg)* 2018

* Implemented data controls to ensure the data integrity of CRM system.
* Managed the CRM team, projects, and support landscape.
* Performed email campaign analyses and made actionable recommendations for improvement.
* Created HTML marketing emails based on requirements from clients.

**Accenture** *Senior Analyst*  2017

* Created CRM pre-sales videos for SAP Cloud for Customer (SAP Cloud CRM) key processes.
* Responsible for the operation and evolution of the integrated program management processes and tools and the delivery methodology for global SAP-ECC and BW implementation.
* Created daily program update reports from Microsoft Project and SAP for Senior Program Management Team.

**Nebraska Book Company** *Manager, CRM Systems* 2016

* Managed Project and Support Landscape for Customer Relationship Management (CRM) software, Oracle Sales Cloud, including digital integration.
* Led rollout of CRM Mobile Technology to the field sales reps, including field training and training material development.
* Launched Oracle Social Network to help streamline communication and improve collaboration across key sales and marketing operations. Created CRM Training Videos for SAP Cloud for Customer (SAP Cloud CRM) key processes.

**Kraft Foods, Inc.** *Associate Analyst → Analyst → Associate Manager* 2011-2015

* Designed, Developed, and Delivered Custom KPI Executive Dashboard to track key initiatives across sales and marketing.
* Created and implemented system controls for SAP ECC, TPM, CRM, and BW to ensure quality and integrity of system data.
* Led key large-scale project initiatives in the SAP TPM/CRM space.
* Managed and implemented the use of ITIL Incident, Problem and Change Management for key data management processes across SAP ECC, CRM, TPM, and BW integration points.
* Partnered with vendors as security project lead to implement security model for global financial application.

### Certifications

Academic Alliance, Data Science and Big Data Analytics v2 – Dell Technologies

License: HQTNHL4ZMEFE1CCF

ITIL Foundation Certificate in IT Service Management – PEOPLECERT

License: GR750065079JG