Nicholas Petitt

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github.com/nicholas2323

KEY COMPETENCIES

- Genesys / Active Directory / SCCM / VISIO
- SCRUM / Agile Methodology / Application Support
- Eggplant Functional / MS Teams / Zoom / Citrix
- Service Now - Change Requests / Incidents / PRB / General Service Requests / User Stories / Testing
- System Configuration: ITM / Coin Machines / ATM
- User Testing / Regression Testing / Diagramming

- OpCon / FIS Reporting / Goodnight Monitoring
- Microsoft Suite - Azure, Excel, Access, PPT, Word
- Symitar: Teller Transactions / Power On / Reporting / Spec Files / Batch Control / SymDev 1-4 / Aksym0 / Batch Reports / UC4 / SymForm / Easy Writer
- Test Case Execution / Data Flow Diagrams / System Diagrams / Implementations / Analysis

EXPERIENCE

IT Systems Analyst, Retail Financial Services - Global Credit Union (formerly Alaska USA)   September 2022 - March 2024

- Responsible for creating and resolving incidents utilizing ServiceNow for Change Requests, Incidents, and General Service Requests. Document incidents within ServiceNow and azure repositories for current and future resolution.
- Collaborates as part of a product development team with product development managers, developers, analysts, and stakeholders for various activities including: testing, development, requirements, and implementations.
- Create and document test cases providing user support for test cases including fixes, issues, and recommendations. Document and execute reporting queries utilizing Power On and SQL.
- Develop unique test plans, test cases and approaches to validate business unit requirements.
- Create systems and workflow diagrams to support and document important business processes.
- Highlighted projects: Alaska USA / Global Credit Union M&A and rebranding, Maintenance Fees, Check Holds, Transfer Limits, Negative Balance Fees, Account Restructure - Checking / Savings, Grand Canyon University changes

IT Service Desk Analyst II - Global Credit Union (Formerly Alaska USA)   November 2021 - September 2022

- Provide tier II technical support to resolve routine technical problems.
- Resolve incoming user requests through phone, email, and self service. Utilize ServiceNow to properly create, document, and resolve incidents, general service, and change requests (as well as provide user support).
- Monitor and document credit union processing jobs using OpCon Solutions Manager and UC4. Provide updates to processing jobs, escalate as necessary, and contact vendors for incident resolution as needed.
- Assist IM Service Desk department with: incident management, department changes, new user setups, account management, workstation deployments, and general service / change requests.

Software Engineer, Internship - Goldenwest Credit Union - Remote   Fall 2020 (3.5 months)

- 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, etc. Adhere to a full project lifecycle development by identifying requirements, designing specs, developing code, testing, troubleshooting, and implementing programs into production systems. Troubleshoot and resolve user issues arising from daily Symitar operations.
- Communicate with stakeholders to determine business requirements / processes to develop project specifications.

EDUCATION, CERTIFICATIONS and AWARDS
Arizona State University, Master's degree, Information Technology (in progress)
Relevant classes in: Computer and IT Architecture, Advanced Information Systems, Advanced Database Management Systems, IS Development, Analyzing Big Data, Advanced Analytics for Big Data / AI, Data Visualization & Reporting, Information Systems Development, Natural Language Processing, Portfolio and Applied Project

Microsoft Certified: Azure Cloud Fundamentals
Jack Henry University, Power On 101: Database Organization & Language Concepts
Linkedin Learning: Software Design, Modeling With UML
Eagle Scout - Completed from Boy Scout Troop 733 in Yorba Linda, California