

Nicholas Petitt

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714.488.9556 / Yorba Linda, California

Skills

User and Regression Testing, Implementations, Configurations, Systems and Workflow Diagrams, Incident Resolution and User Support, Technical Documentation, Symitar / Power On, SDLC and Project Management, Reporting, Data Analytics (SQL, Python, R), MS Office Suite: Excel, Access, PPT, Word

Experience

Global Federal Credit Union (formerly Alaska USA)

IT Systems Analyst (Remote, Full Time)

November 2021 - April 2024

Skills: M&A, User and Regression Testing, Implementations, Symitar / Power On, Reporting, Service Now, Incident Response and User Support, Workflows and System Diagramming, System Configurations

Incident Management: Utilize Service Now and MS Teams to respond to and resolve user incidents including: executive initiatives, incidents, general service, or change requests.

User Support - Perform user support for incidents, until resolution or transition to another department.

Workflows and System Diagrams - Create workflow and system diagrams to accurately present technical processes in a simple, digestible manner for presentations or future use cases.

Testing - Perform user and regression testing, as well as manual testing for products or changes before being implemented into production use or systems. Provide necessary documentation and feedback on test cases, bugs, and report any defects to the product development team or relevant users.

Agile - Collaborate within an agile product development group of SA's, BA's, SDM's, and SE's. Create usable features, tasks, dependencies, and project timeframes using Azure, Service Now, and SharePoint.

Alaska USA Federal Credit Union (now Global Credit Union)

IT Systems Analyst I (Remote, Full Time)

November 2021 - April 2024

Skills: M&A, User and Regression Testing, Implementations, Symitar / Power On, Reporting, Service Now, Incident Response and User Support, Workflows and System Diagramming, System Configurations

IT Systems Analyst I - November 2021 through September 2022

IT Service Desk Analyst II - September 2022 through March 2024

Alaska USA and Global Credit Union merged and rebranded in 2023 creating a \$12.5 billion asset sized credit union in Alaska, Washington, Idaho, Arizona, California and Italy.

Global Credit Union acquired First Financial Northwest Bank in 2024 with NCUA approvals.

Education and Awards

California State Polytechnic University, Pomona

Master's degree, Business Analytics

GPA - In Progress

Skills: SQL, R, Python, Business and Data Analytics, Programming, Statistics

Eagle Scout - Completed from Boy Scout Troop 733 in Yorba Linda, California