**Nicholas Petitt**

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**Summary**

**Analytical IT Systems Analyst with fintech experience, skilled in business process improvement, systems integration, and IT operations. Collaborative team player with a proven ability to deliver technology-driven solutions, streamline processes, and support successful system implementations.**

**Qualifications**

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| --- | --- |
| * **Team Collaboration** * **Business Inefficiency Identification** * **Analytical Depth** * **Test Case Development** | * **Software & Systems Adaptability** * **Business Process Analysis** * **Incident & Problem Management** * **Technical Proficiency – SQL, Python, Power BI, Microsoft Access, Excel, SDLC, User Stories, etc.** |

**Accomplishments**

* **Conducted team collaboration to launch new tech model, forming a bonded group which went on to launch three more tech models.**
* **Developed 30+ successful test cases to improve successful implementations, productivity, workflows, and minimize errors.**
* **Collaborate with product development on test case execution and creation, reducing defect rates in system releases by over 25%.**
* **Lead several projects in ATM, ITM, and implementation testing, ensuring 100% on-time deployment of retail banking technology deployments and changes.**
* **Analyzed and refined service desk workflows, decreasing average ticket resolution time by 15% across tier II support requests.**
* **Coordinated outage response efforts, minimized downtime through structured incident management and resolution.**

**Professional Experience**

**Global Credit Union (formerly Alaska USA) 2021 - 2024**

*IT Systems Analyst, Retail Financial Operations (Remote)* (2022 – 2024)

Identify and solve business problems by collaborating in ~~the~~ development and implementation of value driven business

solutions. Analyze, understand, and document business processes. Associate documented business processes to

product features. Recommend improvements to identified business process inefficiencies. Collaborate with ~~the~~ product development team on test case development, execution, and acceptance, as well as creating user stories and corresponding tasks / features and refinement. Define and document product features in collaboration with product owners (systems / workflow diagrams). Collaborate with retail financial operations to create changes: ATM’s, ITM’s, Branch Coin Machines, Software Updates, branch changes, symitar changes, console changes, account changes, implementations, testing, etc

Then, you have a few bullet points of Accomplishments that occurred in that specific job.

Rules of thumb for Accomplishments:

* Developed multiple systems and workflow diagrams highlighting technical business processes for multiple types of users (including technical and non-technical users) across multiple departments.
* Developed 30+ successful test cases for IT changes to test product or change capabilities before implementations.
* Successfully completed and verified remote branch changes in locations including: Northern Lights, Ketchikan, Fairbanks, and Spokane Operations Center.
* Approved 263 processing jobs during Alaska USA – Global Credit Union merge & legal day 1.

**Global Credit Union (formerly Alaska USA)**

*IT Service Desk Analyst II (Remote)* (2021 – 2022)

As an IT Service Desk Analyst II, I was responsible for providing technical support to internal information management departments as well as external departments within various operational departments at the credit union. Provided excellent internal customer service and incident resolution via email, phone, and self service requests.

Then, a bulleted Accomplishment statement for this role.

▪ Provide tier II technical support to resolve routine technical problems via phone, email, and self service.

▪ Participate in troubleshooting more complex problems requiring additional technical resources.

▪ Act as a problem / outage coordinator by leading and direct response / resolution efforts for complex system and problem outages until duties are assumed by senior information management personnel.

▪ Provide timely and accurate error findings / completion notifications for - Akcelerant EOD / Goodnight / FIS processing / Jack Henry incidents to credit union staff and information management.

**Goldenwest Credit Union 2020**

*Software Engineer, Internship (Remote)*

As a software engineer at Goldenwest Credit Union, I provided support for developing applications within credit union IT operations. I developed, enhanced, maintained, and implemented technical solutions for the support and development within the IT department.

▪ 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, and other appropriate programming languages.

▪ Adhere to full-project lifecycle development by identifying requirements, designing specifications, developing code, testing, troubleshooting, and implementing programs into the production systems in a quality manner after testing and technical documentation.

▪ Continually review and monitor systems, application capabilities, and department needs.

▪ Troubleshoot and resolve user issues arising from daily symitar operations. Implement and troubleshoot programming changes.

**Education**

**Colorado State University, Global Campus (Graduated)**

*Bachelor’s degree, Information Technology*

*Greenwood Village, Colorado*

**Certifications & Technical Skills**

▪ Microsoft Certified, Azure Cloud Fundamentals (AZ 900)

▪ Jack Henry University – Power On 101, Database Organization & Language Concepts

▪ M&A/Systems Integration/ Analytics / Incident Management / ServiceNow / Azure / Project Management / User and Regression Testing / Remote Testing (Retail Banking: ATM’s / ITM’s / Symitar Changes /Branch Coin Machines) / Reporting / Implementations / Symitar / Power On / Statistics / Programming / Data Analytics - SAS /Power BI / Python / R / SQL / Systems & Workflow Diagrams / Microsoft Access / Excel - Visual Basic, Macros, Pivot Tables / PowerPoint / Word / ASANA / Agile Project Management / SDLC / Daily Stand Ups / Task & Feature Creation / User Stories / Fiserv DNA / Genesys

**Personal**

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

▪ Mountain Biking, watch collecting (everyday carry), hiking, gaming, tabletop gaming, maps (geography), finance & technology