



Noah Mckibben
Information Systems

📍 Anderson - Indiana

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S O C I A L

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E D U C A T I O N

● **BA in Business Information Systems**

University of Arizona

2026-Current

● **AS in Computer Information Systems**

Ashworth College

2025-2026

S K I L L S

💻 SQL

🏢 Office

📊 Analytics

💻 Support

☁ Cloud

📞 Telecom

🛠 JIRA

💻 Development

E X P E R I E N C E

● **Dialer Operations Analyst II**

2022-Current | Carrington Mortgage Services

Promoted to oversee the technical administration of our SaaS call center system, encompassing collections, customer service, servicing, IT, and HR business units. Responsibilities include telecommunications engineering, technical support, widget development, process optimization, business analysis, process mapping, and both business and internal testing, among other tasks.

● **Desktop Support Technician II**

2020-2022 | Carrington Mortgage Services

Provided technical support both remotely and in-office for the enterprise, encompassing Inbound/Outbound (IB/OB) assistance. Duties included repairing, imaging, preparing, and shipping computer equipment and software. Demonstrated proficiency with Microsoft Deployment Toolkit (MDT), Azure, Active Directory, virtualization support, and more.

● **Technical Support Advisor**

2020-2020 | Concentrix

Provided both inbound and outbound technical support for Apple products. Responsibilities included resetting passwords, processing returns, handling repairs, and more.

R E F E R E N C E S

Current Supervisor

Travis Hall

Phone: 614-288-3113

Former Supervisor

Zachary Houghton

Phone: 317-645-3105

P R O J E C T S O R A C H I E V E M E N T S

Movement Mortgage IVR Powered by Carrington Mortgage

2024 | Engineer | 800-940-3446

Responsible for the development of Interactive Voice Response (IVR) systems to service Movement Mortgage investor loans.

Carrington Mortgage IVR

2024 | Engineer | 800-561-4567

Identified current state IVR processes and discovered bottlenecks. Communicated process solutions to leadership and developed and implemented improvements to enhance the customer experience.

Business Analysis Case Study

2025 | Business Analyst | [Link](#)

Performed an extensive business analysis using sales data to determine the reasons for the decrease in sales. Suggested practical solutions to improve customer experience and increase sales. The business adopted these solutions, and project timelines along with a RACI matrix were developed to outline stakeholder responsibilities.