Noah Mckibben

Information Systems Professional

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ABOUT

Results-driven Information Systems Professional with 5+ years of progressive experience bridging technical implementation and business analysis. Specialized in telecommunications engineering, SaaS administration, business analytics, business analysis, and technical support. Proven track record of reducing operational bottlenecks, implementing scalable IVR solutions, and driving cross-functional collaboration across collections, customer service, and IT business units.

EDUCATION

BA in Business Information Systems

University of Arizona

Expected Graduation: April, 2027

Relevant Coursework:
Database Management Systems,
Business Systems Analysis,
Project Management,
Project Procurement Management,
Programming in Python and Java,
Strategic Technology Planning for Organizations,
Intro to Business & Entrepreneurship,
Business Law,
Principles of Management,
Business Statistics,
E-Business,
Telecommunications & Networking

EXPERIENCE

Dialer Operations Analyst II

2022-Current | Carrington Mortgage Holdings

Led technical administration of enterprise SaaS call center system serving 700+ users across collections, customer service, servicing, IT, and HR divisions.

- Administrated Alvaria, and Genesys Cloud CX platforms supporting 10,000+ daily customer interactions
- Developed and implemented the Movement Mortgage, and EPM IVR for servicing thousands of investor loans
- Conducted comprehensive analysis of existing Carrington Mortgage IVR processes, identified critical bottlenecks, and implemented strategic improvements to enhance customer experience and operational efficiency.
- Developed custom widgets and automated processes, reducing manual tasks by 20%
- Collaborated with cross-functional teams to optimize system performance and user experience
- Managed both business and internal testing protocols ensuring 99.9% system uptime

Desktop Support Technician II

2020-2022 | Carrington Mortgage Holdings

Provided comprehensive technical support for enterprise infrastructure, managing both remote and on-site operations for 2000+ end users.

- Administered Microsoft Deployment Toolkit (MDT) for streamlined device provisioning
- Managed Azure Active Directory and virtualization environments
- Processed 50+ support tickets weekly with 95% first-call resolution rate
- Maintained hardware inventory and managed equipment lifecycle for entire organization
- Provided Inbound/Outbound technical assistance and system troubleshooting

Technical Support Advisor

2020-2020 | Concentrix

Delivered technical support for Apple products, handling complex customer issues and product education.

- Resolved technical issues for iOS, macOS, and Apple services
- Processed warranty claims, returns, and repair authorizations
- Maintained 4.8/5 customer satisfaction rating
- Collaborated with engineering teams on product feedback and issue escalation

SKILLS

Databases: SQL Server, PostgreSQL, MySQL, SQLite
Languages: SQL, Java, Python, HTML/CSS
Cloud & Infrastructure: Alvaria Cloud, Genesys Cloud, Microsoft Azure, AWS
Business Analytics: Excel, Visio, PowerBI, Process Mapping, Process Improvement
Technologies & Tools: Gryphon.ai, JetBrains software, Microsoft Office Suite, Visual Studio, JIRA, Active Directory, VMWare, MDT