




MATTHEW C. NOREIKA

Operations & Business Analyst

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 59 Stage Coach Road Windsor, CT,
06095

EDUCATION

BOSTON COLLEGE

Chestnut Hill, MA

Bachelor of Arts Mathematics (2010)

ADDITIONAL SKILLS

Project Management

MS Office Proficient

Oracle PeopleSoft Back-End User

Testing and Test Planning

Requirements Documentation

SQL Query

Data Analysis

CAREER OBJECTIVE

Operations and IT Business Analyst with 7 years experience. Seeking to return to the industry after a period as a delivery driver due to personal and health reasons. Eager to resume my career track and contribute in a meaningful way.

EXPERIENCE

DELIVERY EXPERT

Domino's, East Granby, CT / Jan 2020 - Present

- Safely and efficiently deliver orders to customers
- Instruct new drivers on best practices and procedures

LUGGAGE COURIER

Independent Contractor, Windsor, CT / Aug 2018 - Jun 2019

- Deliver lost luggage to passenger's address
- Streamlined invoicing for billing of courier business

SENIOR IT BUSINESS ANALYST

Citi Global Functions Technology, Hartford, CT / Jun 2015 - Jun 2018

- Act as intermediary between end users in HR and developers in IT for PeopleSoft customizations and issue resolution
- Translate and improve business requirements from HR partners as functional requirements for developers' use in coding
- Perform extensive system integration testing to ensure requirements have been met before turning over to end users
- Support project cutover and day-to-day production bugs using SQL query, data analysis and test environment bug replication

OPERATIONS INTERMEDIATE ANALYST

Citi HR Shared Services, Hartford, CT / Sep 2013 - Jun 2015

- Project lead for global initiative to overhaul organizational tree structure across all applications
- Represented the West HR PeopleSoft database on global checkpoints, setting deadlines and tracking progress for the project team, defining and documenting requirements and technical specifications, and leading user acceptance testing
- Act as subject matter expert on project for system security and department rollup
- Support day-to-day system security and department rollup activity as needed
- Manage cutover activity at project go-live including production checkout and bug resolution

OPERATIONS ANALYST

Citi HR Shared Services, Hartford, CT / Apr 2013 - Sep 2013

- Independently analyze and resolve complex system security issues
- Gather and meaningfully present large data sets that guide business decisions
- Maintain North America organizational tree
- Monitor user access to PeopleSoft-based HR database
- Apply security for PeopleSoft upgrades and enhancements

OPERATIONS SPECIALIST

Citi HR Shared Services, Hartford, CT / May 2011 - Apr 2013

- Administer tuition reimbursement and military leave benefits
- Voice of the Employee Champion – chosen by management to facilitate focus groups, summarize results, and present action plan to senior leadership
- Identify opportunities for process improvement and enact solutions
- Train new team members on policy and procedure