

## **Fritz Knack – IT\_Resume@phrits.com**

**Full Remote. Occasional travel is fine.**

**Seeking:** Business Architect or another problem-solving IT role that is fun and challenging. I would especially enjoy working behind the scenes in the Hospitality industry or helping promote small-town development.

### Summary and Skills

Accomplished IT business technical professional with experience in banking, communications, software production, and other environments.

Strong background in databases, operating systems, and programming.

Hands-on experience with:

- application business design, business process rationalization, ad hoc software reimplementation
- process modeling, documentation, development, improvement, and implementation
- data analysis and reporting
- programming and coding
- web development
- system administration, database administration
- requirements gathering, functional design
- software training, customer service

Adept with SQL, Python, HTML, CSS, PHP, Perl, and MS-Office products.

### Online Presence

Personal website: [phrits.com](http://phrits.com).

[GitHub](#), [Salesforce](#), [Reddit](#), and most social media: [phrits](#).

### Experience

**Wells Fargo, Wachovia, First Union, 2000-2012, 2015 - present**

**Positions:** Senior Business Execution Consultant, Business Support Consultant, Business Systems Consultant, Business Analyst, Compliance Lead, Business Process Analyst, Lead Developer, Team Lead, Developer

#### *Notable Achievements*

- Significantly improved the approach to reimplementing a set of critical systems, avoiding operational disruption while reducing complexity, duplication of effort, and overhead.
- Led the custom design, development, and deployment of corporate call and problem tracking software using Remedy ARS (Action Request System) and its DSO (Distributed Server Option).
- Developed and maintained near real-time interfaces for automatic vendor dispatching from the enterprise help desk system. Bulletproof for over 5 years.

**Food Service Sabbatical, 2012 – 2015**

I needed a break from the cubicle, so I tried turning my lifelong hobby into a career. While I eventually decided to return to IT, my time in the professional kitchen comprised some of the most rewarding years of my working life so far.

## **Nortel Networks, Inc., 1998-2000**

**Positions:** Developer, System Administrator, Database Administrator

### *Notable Achievements*

- One-man Remedy ARS shop: System and database administrator, application design, development, custom integration, maintenance, and support. Zero unscheduled downtime.
- Developed, implemented, documented, and managed Remedy DSO (Distributed Server Option) interfaces with multiple telecommunications customers running dissimilar systems.

## **CONXUS Communications, Inc., 1996 – 1998**

**Positions:** Developer, Remedy Administrator, LAN Analyst

Developed nearly all custom reports and data extractions required from CONXUS's billing system using its proprietary reporting tool, Perl, Btrieve, Excel and Access.

### *Notable Achievement*

- Consolidated report development from multiple sources in the days before federated database reporting. Along the way I screen-scraped data using Tcl/Tk and extracted data from a no-index Btrieve database using a proprietary language that did not even support nested `IF{ }` statements.

## **DataStream Systems, Inc., 1994-1996**

**Positions:** Client/Server Integrator, Software Trainer, Field Support Analyst, Technical Support Analyst

### *Notable Achievements*

- Introduced the company to the Internet and coordinated the initial connection, domain setup, etc.
- When I was sent out as a Field Support Analyst, it was usually a final attempt to retain the customer. My success rate was 100%.

## **Selected Formal Education**

### **UNC-Charlotte / Trilogy Bootcamp**

Full Stack Data Analysis and Visualization

March 2022. Grade: A+ (100%)

### **Radford University**

Bachelor of Science in Mathematics, 1993. Minor in Computer Science.

### **Community College of the Air Force**

Associate of Applied Science in Electronic Systems Technology, 1989.

### **The George Washington School of Business**

Logical Data Modeling, 2008

Process Modeling and Management, 2008

### **Carnegie Mellon Software Engineering Institute**

Introduction to the Capability Maturity Model® Integration Version 1.2, 2007

## **Miscellany**

### **Notary Public**

Wayne County, North Carolina

Expiration: 2027-07-20