Fritz Knack

Business Architect

Seeking

Business Architect or similar senior position where **Technology meets Business**.

Profile

I am a Business Architect with solid knowledge and experience with all the moving pieces in technology and business processes.

My particular strengths are **communications**, **data flow**, and **troubleshooting**. I have a remarkable talent for **bridging the language gap** between business and technology people.

Contact

resume@phrits.com

More

`phrits.com/resume/`

Summary and Skills

Experience in banking, telecommunications, and software production.

Strong background in **databases**, **operating systems**, and **programming**.

Hands-on experience with:

- **business application lifecycle** from concept to sunset
- **risk** awareness, analysis, and mitigation
- **business process** modeling, documentation, development, improvement, and implementation
- system administration, database administration, and **integrated systems**

Comfortable with **SQL**, Python, HTML, CSS, PHP, Perl, and MS-Office products. I can work with any C-like programming language.

Work Experience

Wells Fargo: 2000-20012, 2015-present

- 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 and DSO.
- 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

- Washed dishes, cleaned grill hoods, sliced beef, cooked grits, made soups and salsa, and **catered a 10,000 square foot facility**.

Nortel Networks, 1998-2000

- One-man Remedy ARS shop: System and database administrator, application design, development, custom integration, maintenance, and support. **Zero unscheduled downtime.**

CONXUS Communications, Inc., 1996 – 1998

- Produced company-wide sales and churn reports consolidating multiple sources in the days before federated database reporting.

Education

UNCC-Trilogy Boot Camp

Data Analytics & Visualization Certificate, 2023

Radford University

B.S, Mathematics, 1993