

Fritz Knack – IT_Resume@phrits.com

Full Remote. No more than 10% travel.

Seeking: Business Architect or similar IT role that is fun and challenging.

Summary and Skills

Accomplished IT business technical professional with experience in banking, telecommunications, and software production.

Strong background in databases, operating systems, and programming.

Hands-on experience with:

- application business design, business process rationalization, ad hoc software reimplementation
- risk awareness, analysis, and mitigation
- 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

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

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, Senior 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.

Nortel Networks, Inc., 1998-2000

Positions: Senior 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 so clunky it didn't 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%.

Education Highlights

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

Website

phrits.com