**Matthias Kiflu**

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**EDUCATION**

**Virginia Commonwealth University,** Richmond, VA December 2020

Bachelor of Science in Information Systems

**Northern Virginia Community College**, Alexandria, VA August 2017

Associate of Science in Business Administration

**TECHNICAL SKILLS**

* Analytics: System Flow Charts, Microsoft Visio & Project Manager
* MS Office, PowerPoint, Excel, Office 365, SharePoint, and Azure
* ServiceNow: TechService, BCM, ITIL, CMDB, Dashboards & Reports
* Languages: C++, CSS, Java, SQL, and HTML
* Dashboarding: Knime, Tableau Prep, & Tableau Desktop, PowerBI
* ERP: SAP
* Platforms: Oracle, SQL, Linux, MAC & Windows OS
* Certifications: Micro – Certification – Business Continuity Management (ServiceNow)

**RELEVANT EXPERIENCE**

**Blue Cross Blue Shield North Carolina,** Durham, NC (Full-time-Remote)

*Business System Analyst (Contractor)*  April 2022 – Current

* Built out ServiceNow BCM application as a citizen developer
* Led, collaborated, or participated in the planning, executing, testing, and documenting of 3-6 disaster recovery exercises
* Key contributor to onboarding, training, and the ongoing support of 6 other contractors on day-to-day processes, projects, DR exercises, and any other needed tasks/assignments
* *Continued all responsibilities of the position listed below*

*Infrastructure Design Engineer Associate (Contractor)* October 2021 – April 2022

* Managed a Disaster Recovery Inventory process to ensure databases are accurately replicating critical servers for recoverability using VMWare, Zerto, Snap Mirror, MSSQL, Oracle, etc.
* Worked as the primary admin in the annual maintenance cycle of over 250 Technical Recovery Guides by meeting with stakeholders and reviewing documentation to ensure plans are accurate/current
* Assessed risk and criticality of vendors by reviewing contracts along with other documentations like Business Continuity Plans, Disaster Recovery Plans, Exercise Results, and any SOC or HITRUST review findings

**Capital One,** Richmond, VA June 2021 – October 2021

*Project Coordinator (Contractor)*

* Researched internal systems extensively to provide copies of statements, check & deposit for customers as well as legal subpoenas
* Collaborated with team to pull, process, and verify customer data and requests
* Analyzed data pulled by an offshore team and performing quality check on any work done by said team

**Virginia Department of Transportation,** Richmond, VA January 2020 - May 2020

*Database Developer (Project Consultant)*

* + Managed a team to collect data and build an end-to-end solution using Statewide GIS Parcel Layer Information for transportation agencies like VDOT, VGIN, VATAX, and other localities
  + Integrated parcel data of three jurisdictions stored in JSON data from a RESTful API, entering it into a data lake in Microsoft Azure
  + Flattened JSON data and implemented it into a SQL database creating a single source for parcel information to be pulled and used by transportation agencies

**HAMILTON BEACH,** Richmond, VA August 2019 - December 2019

*Data Analyst (Project Consultant)*

* Informally led a team responsible for retrieving & analyzing data from Hamilton Beach using the CRISP-DM method
* Utilized programs like Excel, Tableau Prep & Desktop, and Knime to process, clean, make data models and flow charts of several data files with over 4 million entries
* Compared data to top three competitors with the goal of increasing average rating and brand integrity, resulting in increased profit, and presented solution

**IT4Causes,** Richmond, VA November 2017 – November 2018 *Intern*

* Setup, configured, and troubleshoot various client’s different devices such as printers, phones, desktops, and laptops
* Aided with setting up Office 365 and helping over 20 clients migrate emails, contacts, and calendars
* Helped with migrating 100GB and more of data from Google Drive to SharePoint & OneDrive