RYAN ARMSTRONG

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EXPERIENCE

LIBERTY MUTUAL INSURANCE

Senior Configuration Engineer | April 2020 – Present

Configured functionality within our digital workflow implementation (ServiceNow), building complex workflows to automate business processes including exposure to basic scripting with JavaScript.

Coordinated the expanded global rollout of our electronic document management application and took on Product Owner responsibilities to prioritize and groom project backlog.

Developed understanding of system architecture while building requirements for several system integrations between internal/external applications (e.g. DocuSign) leveraging API solutions.

Took sole ownership of our digital adoption platform implementation (WalkMe) to build on-screen guidance overlay for our Oracle Cloud implementation; often utilizing custom CSS/jQuery elements.

Configuration Engineer | Aug. 2019 — April 2020

Led an Agile team to plan, build, and transition from SaaS to an in-house, custom-built application for our corporate electronic document management needs as subject matter expert.

Received 'High Performer' distinction by significantly exceeding performance expectations for the 2019 review cycle.

Business Systems Analyst II | Jan. 2014 — Jul. 2019

Acted as lead analyst supporting our electronic document management SaaS application (Documentum) responsible for supporting business stakeholders and primary liaison between business and IT teams.

Responsible for leading large-scale data conversion projects within Oracle EBS such as acquisitions and reorganizations leveraging SQL for database analysis.

Supported the global rollout of our Oracle Cloud implementation and built documentation and training for new support team.

Business Systems Analyst | May 2012 — Dec. 2013

Provided production support and access provisioning for employee-facing, corporate applications as a member of the 'Corporate HR Technology' support team.

Performed testing for system upgrades and new functionality implementations for several SaaS applications including Oracle EBS, Documentum, and WorkForce.

Tier 2 HR Associate | Oct. 2010 — May 2012

Responsible for managing complex HR leave cases, becoming proficient with several corporate applications used to manage case work.

Project lead for the planning and testing of a document management portal utilizing Microsoft SharePoint to create a centralized location for all department process and reference materials.

PROFILE

Configuration engineer with demonstrated ability to learn and adapt to new technology. Proven capacity for high-level collaboration within technical Agile teams while exceling in environments that require autonomy and self-direction. Seeking to build upon foundational knowledge to develop the technical competencies crucial to succeed in software development.

EDUCATION

University at Albany
B.A. in Psychology
B.A. in Criminal Justice
Magna Cum Laude (GPA: 3.65)

SOFTWARE

Oracle (EBS + Cloud)
WalkMe (DAP)
ServiceNow
Documentum (WebTop)
DocuSign
JIRA

DISCIPLINES

Agile / Waterfall
Growth Mindset
CI/CD
Pair Programming

ADDRESS

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