

# Thomas Breazier

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## SUMMARY

Passionate leader who thrives in developing highly engaged teams and consistently exceeding expectations. Delivers innovative solutions to drive productivity and automation impacting the bottom line. Builds strong, lasting relationships with individuals at all levels and communicates flawlessly between the business and IT.

## EDUCATION

<b>MS in Cybersecurity</b> , Bellevue University – NE, GPA 3.88	<b>2017</b>
<b>BS in Criminology &amp; Criminal Justice</b> , University of Nebraska – Omaha, GPA 3.3	<b>2010</b>

## CERTIFICATIONS/ADDITONAL TRAINING

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|--|-----------------|
| • Certified SAFe 5 Scrum Master                    | <b>Mar 2020</b> |
| • CompTIA Security+                                | <b>Feb 2019</b> |
| • Union Pacific Way Continuous Improvement Program | <b>2017</b>     |

## PROFESSIONAL EXPERIENCE

<b>Union Pacific Railroad</b> , Omaha, NE	<b>June 2014 – Present</b>
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*Business Analyst – Netcontrol Locomotive (Dec 2019 – Present)*

- Lead the definition, design, and documentation of business requirements for the replacement of mainframe applications and all connected client-server systems used by Union Pacific in the locomotive domain.
- Research and model new techniques that result in improved performance when measured against business and technical goals.
- Provide subject matter expertise and use this knowledge to act as the primary communications link between IT and its customers.

*Senior Supervisor, CMS Systems (Nov 2018 – Dec 2019)*

- Managed the definition, design, and documentation of business requirements that drove development of software solutions for Crew Management Services (CMS) serving over 15,000 users across the United States
- Collaborated with user experience designers, application developers, and department stakeholders through all stages of the software development lifecycle driving solutions to meet the business needs
- Oversaw the testing and deployment process to ensure interoperability of new software applications and tools
- Implemented self-service mobile application for Field employees eliminating 30% of manual transactions
- Drove application to track Field employees time off, vacation and personal leave, designing parameters that drove savings of 25%
- Oversaw mission critical applications, performed maintenance, testing, updates and enhancements, while providing 24/7 support

*Manager, Crew Dispatching (Sept 2016 – Nov 2018)*

*Critical Call Dispatcher II (April 2015 – Sept 2016)*

*Critical Call Dispatcher I (June 2014 – April 2015)*

- Trained, coached, and led a team of 8 highly engaged direct reports in a service-oriented environment across multiple shifts with oversight of 600 trains across the United States
- Coordinated with train management, Union representatives, and train crew members to ensure each train in the operation was supplied with staff on time
- Selected out of 50 employees for the UP Way Continuous Improvement Program-completed 6 leadership classes and learned LEAN principals
- Documented accounts of incidents to meet federal and legal standards for use in critical incident investigation and potential litigation against Union Pacific Railroad
- Provided support for Union Pacific Police by monitoring security/alarm systems, disseminating criminal histories, and tracked high value and critical military shipments
- Maintained data integrity of mapping software database used by all employees in the department

**Nebraska Department of Correctional Services**, Omaha, NE

**May 2013 – June 2014**

*Corrections Corporal*

- Monitored youth inmates at the Nebraska Correction Youth Facility, rotated throughout various posts
- Selected to join Correctional Emergency Response Team (CERT)

**Security Products Companies, Omaha, NE**

**Feb 2012 – May 2013**

***Account Manager***

- Sold, developed, planned, and implemented physical security systems for financial institutions throughout Nebraska and Southwest Iowa
- Uncovered and met bank executives and security departments to analyze client's needs for physical security, video surveillance, alarms, and cybersecurity systems, to protect assets
- Addressed customer's needs while providing comprehensive solutions in product selection, shared products to meet their short-term and long-term objectives

**iSECUREtrac, Omaha, NE**

**June 2010 – Feb 2012**

***Monitoring Center Representative***

- Coordinated with probation and law enforcement officials regarding electronic monitoring programs and services.
- Assisted law enforcement customers with setup and configuration of electronic monitoring devices and troubleshooting

**TECHNICAL SKILLS**

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**Operating Systems**      Microsoft Windows, Apple MacOS, Kali Linux, iOS

**Software**      Microsoft Office, Atlassian Jira, Atlassian Confluence, NICE Interaction Management, NCIC, Salesforce, Oracle Business Intelligence, TeamViewer, Various Antivirus software, Various IoT devices

**Skills**      Computer hardware installation/configuration, application firewall configuration, network device install/configuration, software and hardware troubleshooting

**AWARDS**

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- CMS Award of Excellence for Making Effective Decisions, Union Pacific Railroad **2017**
- Top Sales Rep to achieve revenue target, SPC Companies **2012**

**VOLUNTEER EXPERIENCE**

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***Volunteer, Beagle Basset Rescue of the Heartland, Omaha, NE***

**2014 – Present**

***Volunteer, Stephen Center Homeless Shelter, Omaha, NE***

**2012 – 2013**