THOMAS BEALS

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SUMMARY

Dedicated IT professional with extensive experience in business analysis, system integration, and API development. Proven ability to translate business requirements into technical solutions, delivering data-driven insights and enhancing workflow efficiency. Skilled in Python and SQL, with a track record of managing projects and improving business operations through innovative solutions. Highly collaborative, adept at working with both technical and non-technical stakeholders.

PROFESSIONAL EXPERIENCE

Teachly Tech (Remote) *March 2024 - Present*
Founder | Technology Training and Data Analytics Consultant

- Established a freelance company offering personalized technology coaching and data analytics solutions.
- Provides comprehensive one-on-one and group coaching on various technical subjects, including Python, web development, and IT support.
- Offers tailored data analytics reports and visualizations to clients, improving decision-making and operational efficiencies.
- Developed custom technology training plans, simplifying complex technical concepts to save clients time and reduce stress.
- Offers Consultations with clients to identify their technology and data challenges, creating strategic solutions to address key pain points.

Indeed (Remote)   September 2022 - October 2023
Technical Business Analyst

- Monitored and optimized API integration support workflows, enhancing business integration and customer satisfaction.
- Investigated root causes of integration issues, implementing consistent and efficient solutions to improve customer support.
- Utilized CRM software (Salesforce, Zendesk) and ticketing systems (JIRA) to analyze support processes and ensure SLA adherence.
- Provided data-driven insights on integration health and compliance using web applications and databases.
- Delivered technical and business recommendations to developers and product owners, facilitating continuous API integration improvement.

- Conducted regular testing of API integration payloads to identify and resolve errors in JSON and XML files, minimizing business disruptions.
- Learned and applied Imhotep Query Language for real-time reporting and data analysis.
- Interpreted API specifications to ensure accurate and efficient third-party service integration.
- Guided enterprise-level customers through API integration, providing technical specifications and documenting progress.
- Assisted customers in API setup and testing, coordinating with developers to complete integration prerequisites.

Greenphire (Remote)   August 2019 - August 2022
Technical Business Analyst I

- Established the technical support team, focusing on customer satisfaction, process improvements, and escalation management.
- Utilized Python for debugging and optimizing business processes, reducing developer workload.
- Collaborated with cross-functional teams to identify software requirements, ensuring successful issue resolution and SLA adherence.
- Designed workflows for issue escalation from level one and level two support teams, improving customer success and quality assurance.
- Conducted internal admin and end-user training to ensure proficient use of business systems and processes.
- Provided technical training and onboarding support to new hires, fostering a collaborative and knowledgeable team environment.
- Expanded the support team from three to seven individuals, supporting multiple applications.
- Analyzed data and proposed business solutions to enhance customer satisfaction, focusing on escalation management and troubleshooting.
- Participated in sprints to assist developers with coding for the e-clinical global payment systems application.

EDUCATION

Bachelor's in Information Science   June 2016 - September 2018
Colorado Technical University

SKILLS

- **Technical Skills:** Python, SQL, Kubernetes, IT Support, System Integration, Debugging, Performance Tuning, Cloud Computing (AWS, Google Cloud), CI/CD, Version Control (Git)
- **Business Skills:** Business Analysis, Project Management, Process Mapping, Requirements Gathering, Solution Design, Data Analysis, Reporting Tools, Risk Management, Change Management, Agile and Scrum Methodologies

- **Tools:** Help Desk Software (Zendesk, Jira, Salesforce), Web Applications, Database Administration
- **Soft Skills:** Communication, Problem-solving, Continuous Improvement, Cross-functional Team Collaboration, Customer Service, User Training & Documentation, Technical Documentation