TY MITCHELL

Colorado Springs, CO | https://tymitchell.netlify.app/

719.235.2255 | tmitchea@gmail.com

Analytical, organized, and results-driven Business Applications Administrator with expertise in IT governance, data analytics, and enterprise technology solutions. A strategic problem solver with a strong technical foundation, bridging the gap between business objectives and IT operations. Proven track record of optimizing workflows, implementing scalable IT systems, and leveraging data-driven insights to drive efficiency and business growth.

EXPERIENCE

BUSINESS APPLICATIONS ADMINISTRATOR

Colorado Springs Utilites | Colorado Springs, CO

2024 – PRESENT

Manage and optimize enterprise IT systems, including Infor CloudSuite Financials SharePoint, C2M, and Maximo, to enhance financial operations and reporting. Implement IT governance frameworks to improve compliance, security, and efficiency. Develop data analytics solutions using Power BI, SQL, and Python to provide actionable insights. Collaborate with cross-functional teams to improve business processes, automation, and workflow optimization. Support ERP system enhancements by troubleshooting and refining system functionality.

LEAD TECHNICIAN

Challenger Homes | Colorado Springs, CO

2024

Provided in-house IT support for a real estate development company, managing system administration, troubleshooting, and infrastructure optimization. Assisted in transitioning IT operations, including implementing best practices for IT.

SERVICE DESK LEAD

UCCS | Colorado Springs, CO

2020 – 2024

Managed a team of over 40 employees, overseeing daily IT support operations for over 15,000 students, faculty, and staff. Led the IT Service Desk, ensuring timely issue resolution and maintaining high service standards.

EDUCATION

MBA IN INFORMATION TECHNOLOGY MANAGEMENT

Western Governors University (WGU)

EXPECTED COMPLETION 2025

BACHELOR OF SCIENCE IN INFORMATION SYSTEMS

University of Colorado Colorado Springs (UCCS)

DECEMBER 2024

SKILLS

- Infor Cloud Suite & ERP Systems
- AI Querying and Automation
- Azure & SharePoint Administration
- Familiarity With Maximo
- IT Governance & Compliance
- Workflow Optimization
- Power BI & Tableau for Reporting
- SQL & Data Modeling
- IT Liaison & Cross-Department Communication
- Exceptional Communication
- Project Management & Leadership
- Agile & Process Optimization
- Enterprise IT Support & Business Alignment