Tremaine McKinley, iMBA

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Technical Business Analyst and iMBA professional with over 6 years of experience translating complex business goals into scalable technical solutions. Proven track record in leading full-lifecycle SaaS implementations, managing million-dollar budgets, and developing custom automation to drive operational efficiency. Expert in bridging the gap between cross-functional stakeholders and technical execution within Agile environments.

TECHNICAL SKILLS

- **Analysis & Documentation:** Business Requirement Documents (BRDs), User Acceptance Testing (UAT), Process Mapping, Requirement Elicitation
- **Data & Integration:** Advanced SQL (CTEs, Window Functions), API Integration (REST), PL/SQL, T-SQL, Crystal Reports, Power BI
- **Platforms & Tools:** Accela Civic Platform, ServiceNow, Jira, GitHub/GitLab, Windows Active Directory (IAM), NetSuite ERP
- **Security & Compliance:** CompTIA Security+, PCI-DSS, FERPA/COPPA, HIPAA, OAuth concepts

PROFESSIONAL EXPERIENCE

SHELBY CO. DIV. OF PLANNING & DEVELOPMENT | Memphis, TN
Business Services Analyst II | March 2024 – Present

- **System Implementation & Technical Leadership:** Led the full lifecycle configuration and implementation of a New Public Portal, managing the project from initial concept to deployment to enhance service delivery for thousands of residents.
- **Technical Design & Testing:** Directed the User Acceptance Testing (UAT) phase for the "Wizard Portal" and drafted technical requirements to ensure the solution met all business needs.
- **Automation & Scripting:** Developed and maintained complex event management automation scripts within the Accela SaaS platform using GitLab for version control, reducing manual processing time.
- **Advanced Data Analytics:** Utilize Advanced SQL (CTEs and window functions) and Crystal Reports to develop division-wide strategic reports for department heads and city officials.
- **Security Migration:** Successfully migrated legacy online payment systems to a modern, PCI-compliant portal, improving data security and adherence to financial regulations.

BAPTIST HEALTH SCIENCES UNIVERSITY | Memphis, TN
IT Specialist (Contract) | Sept 2023 – Jan 2024

- **Identity & Access Management (IAM):** Implemented IAM initiatives using Windows Active Directory to ensure user database integrity for a diverse population of staff and students.
- **Technical Support & Problem Solving:** Resolved complex hardware and software issues within a ServiceNow enterprise ticketing system, maintaining a high same-day resolution rate for university staff.

BELIEVE MEMPHIS ACADEMY CHARTER SCHOOL | Memphis, TN
Director of Operations & Finance | July 2021 – July 2023

- **SaaS Migration & Strategy:** Partnered with enterprise Student Information System (SIS) providers to migrate four years of academic and cultural data, ensuring FERPA/COPPA compliance.
- **Financial Data Analysis:** Managed an $8.3M budget and $1.8M in federal reimbursements with 100% allocation accuracy using NetSuite for financial analysis.
- **Process Improvement:** Enhanced family/student engagement by 13% through data governance strategies and improvements in student contact data integrity.

Operations Manager | July 2019 – July 2021

- **IT Project Management:** Designed a virtual learning environment using **Python automation, Google APIs, and JavaScript** to enable accessible instruction during COVID-19 mandates.
- **Scripting:** Python automation, Google APIs, and JavaScript to enable accessible virtual instruction during COVID-19 mandates.Sys
- **Compliance Reporting:** Managed the collection and reporting of civil rights data (attendance, discipline) for compliance reporting to state boards.

EDUCATION & CERTIFICATIONS

- **Master of International Business Administration (iMBA)** | University of Memphis
- **Asian Studies for International Trade (BA)** | University of Memphis
- **CompTIA Security+** – April 2024
- **Google Data Analytics Certification** – July 2023
- **Google Project Management Certification** – May 2023

VOLUNTEERING & PROJECTS

- **GiveCamp Memphis (2025):** Formed and led a technical team in a hackathon format to map requirements and tasks for local nonprofit web development.
- **Innovate Memphis (2024–Present):** Volunteer member of the civic data forum, using data analysis to address community blight issues.
- **HackMemphis 2025 runner-up winner:** Developed and pitched a React App, (Memphis B.B.Q.) as a solution to improve the local vendor application process.