Tremaine McKinley, iMBA

Memphis, TN | 901-500-9919 | tremckinley901@gmail.com | linkedin.com/in/tremaine-mckinley

Technical Business Analyst with 6+ years of experience translating business requirements into scalable technical solutions. Proven ability to partner with cross-functional teams to improve processes, drive operational efficiency, and deliver measurable outcomes. Background spanning education, IT, and local government, with a strong focus on maximizing value through thoughtful, sustainable technology solutions.

TECHNICAL SKILLS

- **Data Analysis & Visualization:** Advanced SQL (CTEs, Window Functions), Crystal Reports, Power BI, Accela Insights, Python, Tableau
- **Systems Administration:** Accela Civic Platform, PowerSchool (SIS), Clever, SchoolRunner/SchoolMint, NetSuite ERP, Active Directory (IAM)
- **Technical Operations:** Requirement Gathering, User Acceptance Testing (UAT), Process Automation, Project Lifecycle Management (Jira/Agile), SSIS/SSRS concepts
- **Compliance & Security:** FERPA/COPPA, PCI-DSS, HIPAA/Title I, CompTIA Security+

PROFESSIONAL EXPERIENCE

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

- **Advanced SQL Reporting:** Utilize Advanced SQL (CTEs and window functions) and Crystal Reports to develop division-wide strategic reports, providing data-driven intelligence for department heads and city officials.
- **SaaS Configuration & Automation:** Administer the Accela SaaS platform, developing automation scripts to streamline event management workflows and reduce manual processing by the department.
- **System Implementation & UAT:** Led the full lifecycle configuration and User Acceptance Testing (UAT) phase for a New Public Portal, ensuring the solution met all business requirements for thousands of county residents.
- **Security & Compliance:** Managed the migration of legacy online payment systems to a modern, PCI-compliant portal, improving adherence to financial regulations and data security.

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

- **Higher Education Systems:** Provided advanced technical support in a **higher education environment**, utilizing **ServiceNow** to resolve complex hardware and software issues with a high same-day resolution rate.
- **Identity & Access Management:** Implemented **IAM initiatives** using Windows Active Directory to ensure user database integrity for a diverse population of staff and students.

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

- **SIS Migration & Strategy:** Collaborated with enterprise **Student Information System (SIS)** providers to migrate four years of academic and cultural data, ensuring **FERPA/COPPA** compliance throughout the transition.
- **Business Requirement Translation:** Bridged the gap between academic needs and technical execution by orchestrating virtual infrastructure projects and developing academic health dashboards for the organization.
- **Financial Data Integrity:** Managed an **$8.3M budget** and $1.8M in federal reimbursements with 100% allocation accuracy using **NetSuite** for financial analysis.

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.