

TROY NAOTO PAULSSON

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SUMMARY

Detail-oriented Business Systems Analyst specializing in optimizing business processes and NetSuite administration. Adept in business improvement strategies, data integration, and system functionality enhancement. Experienced in process automation and implementing system improvements, with a background in corporate and private finance.

EXPERIENCE

LEVEL HOME, INC.

Redwood City (REMOTE), CA

Business Systems Analyst

09/2023 to Current

- Built custom NetSuite forms, fields, records, workflows, and scripts to address unique business requirements.
- Tested and implemented various modules to enhance functionality, increasing user efficiency and enabling improved forecasting.
- Designed, tested, and implemented automated procedures for data integration, reducing data transfer errors by 40% and costs by thousands of dollars.
- Created process documentation training materials, resulting in a 50% increase in user adoption and proficiency with new systems or upgrades.
- Monitored automated processes for errors and resolved issues promptly, maintaining system integrity and minimizing downtime.

ALIGN TECHNOLOGY

San Jose, CA

Business Analyst

08/2022 to 08/2023

- Spearheaded the implementation of ServiceNow in Treasury, updating business requirements and collaborating with the development team, enabling an average of \$150 million in monthly wire transactions.
- Streamlined wire payment processes by transitioning from manual to batch uploads in SAP, saving Treasury personnel 40 hours per month.
- Coordinated with stakeholders from banks, local entities, and systems to ensure seamless EBS integration and accurate data validation for all new global bank accounts and signatories.

NVIDIA

San Jose, CA

Junior Consultant

02/2023 to 05/2023

- Role: Lead Data Analyst - gathered, analyzed, and visualized data to inform the team and to present to stakeholders
- Provided recommendations to improve UI/UX to streamline the user experience and help transition users to different types of search experiences

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION: BUSINESS ANALYTICS

05/2023

San Jose State University, San Jose, CA

SKILLS

- Netsuite, Suitescript, Workato, Celigo, EDI, SPS Commerce, TrueCommerce, SQL, Shopify, REST APIs, Python, R, Tableau, Power BI, Microsoft Excel
- Netsuite Administration, Order to Cash, Procure to Pay, Workflow automation, Data integration, System improvements, Business requirements gathering, Data analysis and visualization

CERTIFICATIONS

- Google Data Analytics Certificate
- Workato Automation Pro II