

ZACHARY O'CONNOR

zachdoconnor@gmail.com | (317) 903-4765 | <https://www.linkedin.com/in/zaconnor/>

EDUCATION

Indiana University, Kelley School of Business, Bloomington, IN May 2024

Master of Science in Information Systems

- Certificate in Business and Technology: Included courses in Agile/Automation, Database Management, Python, Data Systems, Prototyping, and Case Analysis/IT in Business
- Concentration: Enterprise Cybersecurity and Risk Analytics: Included courses in Advanced IT Security, Cybersecurity Law and Policy, Organizational Information Systems Security, and Governance, Risks, and Controls

Indiana University, Luddy School of Informatics, Bloomington, IN

May 2023

Bachelor of Science in Informatics; Cognate in Business

GPA: 3.64/4.00

EXPERIENCE

RipplePoint, Orlando, FL

September 2024 – Present

System Engineer/Analyst

- Designed RipplePoint's CRM system by interviewing stakeholders, mapping workflows, and identifying bottlenecks to improve process efficiency across departments
- Built Figma wireframes and user stories to translate business needs into technical specifications, accelerating development timelines by 25%
- Automated email processing using Power Automate to categorize them into shared mailbox folders and log metadata into SharePoint, reducing manual sorting time by 5 hours per week for each PM
- Developed flows to extract vendor and client contact data from email metadata to ensure accuracy and eliminate manual updates to contact records
- Integrated Jira with the CRM through Power Automate to streamline ticket creation and resolution
- Collaborated with developers to design a custom AI-driven OCR model that extracts and matches invoice data to contracts, reducing manual entry allowing 3 FTEs to assist PMs with bill disputes

Momentum Life Sciences, Indianapolis, IN

June 2021 – August 2023

Systems Engineer & Salesforce CRM Internships

- Aided in the reengineering of the company's existing Salesforce Service and Marketing Clouds to replicate key Health Cloud features, delivering the desired functionality without purchasing a new license and reducing projected costs by 50%.
- Conducted interviews with nurses and staff across multiple departments to design custom Salesforce dashboards tailored to their specific workflows, improving visibility and decision-making
- Led a team of interns to build and maintain a marketing Salesforce Org integrated with Outreach, enhancing client engagement tracking and reporting accuracy
- Performed feature testing and data cleansing to identify issues, improve reliability, and ensure data integrity across different platforms

TECHNICAL

- Python, SQL, HTML, CSS, Salesforce, Microsoft 365, Azure, Power Automate, Figma, Tableau, SharePoint, CRM System Design, AI/Tools (ChatGPT, Co-Pilot, Loveable, and Claude)

CERTIFICATIONS

- Microsoft Certified: Azure AI Fundamentals, Microsoft Certified: Azure Fundamentals, Microsoft 365 Certified: Fundamentals, Google AI Essentials, Salesforce Certified Administrator (SCA), Artificial Intelligence and Data Science for Leaders (University of Chicago)