

# FIRST LAST

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St. Louis, MO 63110

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## PROFESSIONAL OVERVIEW

Information Technology and Business professional with a passion for utilizing specializations within non-profit organizations. Effective in clarifying organizational processes and needs for optimal strategic planning. Strong desire to contribute in a business analyst function while integrating technical IT skills. Recognized for managing change within an organization while supporting systems to maximize business values and serving as a connection point between technology and organizational goals.

## AREAS OF EXPERTISE

Database Management System Software  
Strategic Management

Public Policy Analysis  
Training and Development

Leadership  
IT Solution Life Cycles

## EDUCATION

Southern Illinois University Edwardsville  
Masters of Business Administration  
Bachelor of Arts in Business Administration

Expected: May 2023  
December 2003

**Graduate Certifications:** Webster University – Nonprofit Management (2013), Business Analytics (2015)

## PROJECT MANAGEMENT & LEADERSHIP

- Support of business needs and appreciate distinguishing tasks from projects
- Manage cross-organizational project requirements, review project schedules, costs and duration estimates and update business objectives per project requirements
- Ensure successful use of project management tools by providing needed training, guiding project set-up, and utilization of appropriate functionality
- Support project managers and other leadership in identifying requirements and establishing cross-departmental project teams

## BUSINESS ANALYTICS

- Extract business requirements from organizational strategic objectives and initiatives, as well as from current and future users, through research and safeguarding business functions
- Employ systems strategy to identify process flow issues, knowledge gaps, and intersections
- Translate business requirements using analysis and modeling tools to match strategic business objects with practical technical solutions

## COLLABORATION OF BUSINESS & IT SOLUTIONS

- Support organization's executives with program development to implement learning management system and enterprise content management system
- Work with IT personnel to forecast business requirements that will be needed in the future or that have not yet been considered to foster successful business outcomes
- Remain abreast of best practices and technologies related to content management and business process management solutions
- Work with Data Integrity Specialist to ensure content management requirements are consistent with organization policies concerning data collection, storage and retention

## EMPLOYMENT HISTORY

St. Louis Symphony, *Associate Director of Business Analytics and Donor Management Systems* (June 2016 to Present)

Gateway180, *Network Administrator* (July 2011 to May 2016)

Missouri Foundation for Health, *Government and Community Affairs Specialist* (April 2007 to June 2011)

Habitat for Humanity, *Donation Acquisition Assistant* (June 2003 to April 2007)

**Sample Resume – Please contact us for additional assistance.**

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