

Skills Summary

- PowerBI
- Excel
- Azure DevOps
- Process Diagraming
- Beginner Python
- Microsoft Office Suite
- Slate CRM
- SQL

Professional Experience

UCF Global: Business Systems Analyst II

Sep 2022 – Apr 2026

- Translated complex analytical findings into clear, business friendly insights, enabling non-technical stakeholders to make informed decisions.
- Developed and maintained Power BI dashboards, Excel models, and SQL based datasets to support reporting, performance monitoring, and executive visibility.
- Collaborated with admissions and recruitment teams to streamline data entry, reduce errors, and enhance the reliability of the recruitment and admissions funnel.
- Served as a technical resource by supporting stakeholders with data retrieval, ad hoc reporting, modeling, and visualization needs.
- Utilized Microsoft Planner to coordinate projects, track progress, and ensure timely delivery of milestones.
- Delivered presentations on process improvement, measurement, and analysis to stakeholders and leadership.
- Successfully managed multiple high priority projects, meeting deadlines and maintaining quality standards.
- Created and maintained system flow diagrams for current and future state processes to support solution design.

UCF Global: Business Systems Analyst I

Jun 2019 – Sep 2022

- Analyzed existing systems and workflows to identify process inefficiencies, and data gaps.
- Reviewed data to ensure accuracy, consistency, and usability for operational and strategic decision making.
- Assisted with change management by documenting impacts and updating process documentation.
- Ensured solutions met quality standards through thorough testing, validation, and issue tracking.
- Demonstrated strong attention to detail while balancing timelines and evolving business priorities.
- Assisted in aligning business processes with institutional policies and regulatory requirements.

UCF Graduate Studies and Research: Technical Support

Feb 2019 – Apr 2019

- Capture and deploy images to computers using MDT.
- Administer MDT server by creating task sequences to capture and deploy images.
- Add and remove computers from domain.
- Organize computers into correct organizational units within Active Directory.
- Research software upgrades and deployment.
- Provide support for basic incident resolution and requests reported to the service desk.

UCF IT: Service Desk Representative

Jan 2019 – Feb 2019

- Responsible for answering IT support questions over the phone.
- Creating and exporting tickets to second level groups.
- Collect information from emails and edit into existing tickets.
- Collaborating with 2nd level groups to answer end user questions.
- Guiding users with university wide policy.

Orange County: Service Desk Analyst

Dec 2017 – Nov 2018

- Responsible for answering IT support questions over the phone.
- Creating and exporting tickets to second level groups.
- Collect information from emails and edit into existing tickets.
- Using remote software to help users fix issues.
- Performed ticket escalation procedures when necessary.
- Reset users NT passwords via Active Directory.
- Review Active Directory accounts to verify users were configured correctly.

Education

University of Central Florida - Orlando, Florida

Jun 2012 – May 2017

Bachelor of Science, Computer Science