D. MATTHEW KELTY

Business Systems Analyst: Technology, Assets, Data, Projects and Consulting

Springfield, OR 97478

mkelty@gmail.com

(510) 682-6813

LinkedIn.com/in/mkelty

in

Dear Hiring Manager,

My name is Matthew Kelty, and I'm applying to your Business Systems Analyst role. As a professional with over 15 years of experience in systems analyses, I feel that I would be an excellent candidate for the position. My leadership and creative problem-solving skills have led me to succeed in my previous industry positions, and I hope to apply these abilities at your consultancy.

In my previous role as a Business Systems Analyst and IT Solutions Consultant for Kaiser Permanente, I designed and built a variety of asset lifecycle workflow improvements and processes, and spearheaded their data quality efforts, first from within their asset management team, then expanding into the whole of IT. I delivered $6.4M in cost avoidance by isolating unutilized inventory and redeploying it within growing projects. I also crafted the data center inventory oversight process and managed the reconciliation, analysis and reporting from 9 wall-to-wall inventories of more than 30K and $1.6B worth of assets, capturing lifecycle defects and process gaps, and crafting new processes, controls, and measures.

With the broadening of our data quality scope, I worked in conjunction with a dozen Project Managers across every asset class, as well as partnering with professional consultancy firms such as EY and Deloitte defining the business' strategy and addressing several CAP's. Together, we performed detailed process and data analyses across the enterprise to chart the path toward our asset, risk, lifecycle, and configuration management goals. We also worked closely with the company's in-house process team to design new workflow models for training and data and process modeling. This two year effort resulted in .

Although I feel strongly about the talent and cohesion of my former team, I'm now seeking a consultancy position in which I can work with a variety of clients in need of a Systems Analyst. I recently earned my master's in business administration, and I want to apply my skills to work with diverse sets of clients. Working in a consultancy role allows me to expand my current skill set while challenging myself to apply my experience in a new way.

Based on my years of industry experience, proven history of success and dedication to professional development, I feel that I'm well-suited for the position at your consultancy. If you'd like to discuss my application further or schedule an interview, please feel free to contact

me by phone or email. Thank you kindly for your time and consideration. I look forward to hearing from you soon.

Sincerely,
D. Matthew Kelty

EXPERTISE

⬧ Project Management & SDLC	⬧ Requirements Development	⬧ Configuration Management
	⬧ Customer Relationship Management (CRM)	⬧ Metrics and KPIs
		⬧ Systems Analysis
⬧ Root Cause Analysis	⬧ Data Visualization	⬧ Performance Analysis
⬧ Collaboration	⬧ Data Mining & Transformation	⬧ Systems Integration

PROFESSIONAL HIGHLIGHTS

BUSINESS ANALYSIS & REPORTING

- Developed data quality metrics, visualized in Tableau, for company IT assets based on industry best practices and standards with customized defect reporting to facilitate rapid identification and resolution of non-compliant devices.
- Enhanced the overall IT asset management process and oversight by aligning 27 metrics across 1M+ assets to improve lifecycle and configuration information and reduce the risk of unmanaged systems.
- Developed demand management and project tracking queries in SQL and Tableau to monitor progress, workforce bottlenecks, and staff utilization needs.

DEVELOPMENT & QA

- Reverse-engineered and developed queries for reporting to support the rapid decommissioning of an outdated system.
- Managed intake and process oversight for hardware and software products, utilizing SDLC processes and QRP "plan, do, check, act" best practices.
- Streamlined intake, improved requirements, and increased throughput of change delivery processes by configuring and administering release and testing technology suites.

PROJECT MANAGEMENT

- Successfully consolidated 3 data centers among cross-functional teams without operational impact by documenting configuration management details for 1300+ assets and managing the build of 119 racks, 3,800 ports, and 1 petabyte of storage.
- Spearheaded dealer acquisitions by integrating core systems and functions across IT teams, facilities, personnel, and IT infrastructure and performing data mining on 200K records to extract pertinent details successfully and produce billing notices to collect $376M in income.

PROFESSIONAL EXPERIENCE

KAISER PERMANENTE | INFORMATION TECHNOLOGY   2011 – present
Lead Business Analyst/IT Consultant II   Remote / Pleasanton, CA

- Built new lifecycle processes to reflect active asset handoffs, accurate statuses, and process ownership.
- Created training materials and trained staff to increase accountability and traceability and close process gaps.
- Developed 27 asset management and data quality metrics for > 1M assets.
- Evaluated initial findings and led efforts to increase adoption of tracking, improving data quality by 15% in completion and 75% in coverage and giving IT complete visibility into its asset management health and process controls.

BROCADE COMMUNICATIONS, INC.   Santa Clara, CA   2009 – 2010
Project Coordinator

- Relocated 3 data centers to a new facility, coordinating internal resources and third-party vendors for cabling and equipment moves, managing the racking, cabling, and deployment of 119 racks.
- Managed 1,300+ systems and assets through the decommissioning, migration, and move processes.
- Defined cabling schema and asset management record requirements, including network planning documentation for operations staff and reporting for senior management.
- Developed asset management records and CMDB schema for development and post-move deployment.

NEOPOST INC./MSI INC.	**Hayward, CA**	**2000 – 2009**

Project Manager *2005-2009*

- Led 36 acquisitions, performing data mining, cleaning, and loading for 67K customers, 168K assets, and 17K maintenance contracts at a value of $376M annually.
- Managed system configuration and user testing to launch six online postage products, two client and server code revisions, and the relocation and administration of servers, load balancers, and firewalls from VA to CA.
- Coordinated end-of-life (EOL) processes and provided final reporting for acquisitions.

Systems Analyst/Engineering Gatekeeper   **Redwood City, CA** *2002-2005*

- Defined IT project management processes and project queues, developing documentation and process archives.
- Led change request meetings, serving as "gatekeeper" to define project scope, impact, and priority.
- Designed ad hoc business solutions, configured disaster recovery sites, and built systems to address client needs.
- Detailed CRM requirements and coordinated development targets with engineering teams.
- Performed data mining, analysis, and reporting to generate system metrics and improvement targets for support teams, IT, the U.S. Postal Service, and finance, improving efficiency to yield a 300% increase in throughput.
- Deployed products and trained teams on tools, roles, and responsibilities following implementation.
- *Key Projects:* Property tax database, lease imaging/storage, fax server deployment, UPS upgrade, Oracle 11i migration

QA Manager   **Redwood City, CA** *2000-2001*

- Managed white and black box testing of 6 product lines and CRM tools to verify the correctness of internal code and validate software functionality through Beta versions and launch cycles with third-party developers from the U.S. and abroad to deploy and assist with the QA testing process.
- *Key Projects:* Lucent Call Center build, office cabling and production design, reporting and messaging server development, UPS installation, power distribution paths, and step-down schema definition.

MPLAYER.COM |	**1996-2000**

EDUCATION

Network and Cyber Security
Western Governors University

CERTIFICATIONS & TRAINING

- ☐ Six Sigma Certified Agile Professional (SSGI-CAP)
- ☐ International Association of Information Technology Asset Managers (IAITAM)
- ☐ IT Asset Management
- ☐ ITIL Foundation
- ☐ Quality Review Process (QRP)

- ☐ Knowledge Discovery in Database/Big Data
- ☐ Configuration Management Database (CMDB)
- ☐ Microsoft Certified Solutions Associate (MCSA)
- ☐ Microsoft Power BI
- ☐ Microsoft Certified Systems Engineer (MCSE)
- ☐ CompTia A+

Programming languages: MS SQL, SQL +, PERL, Python, MS VBA