

# Christopher Cardall

*Business System Analyst*

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I am a professional who values excellence in every project or task that I take on. I have done well to keep a variety of skills in my back pocket to keep myself versatile for any situation. Some of these skills include:

Agile Project Management, Six Sigma Methodologies, process and gap analysis, running metrics and reports to provide insights and recommendations, accounting for hard and soft assets in an environment, service delivery coordination, relationship and team building, order entry, data accuracy, details oriented, etc.

There isn't anything that I cannot do or learn. I master my jobs and make them my own. I am a hard working individual. I am a team player and a self starter. I am also a team builder and will lead a team to be the best at whatever the project calls for.

## EXPERIENCE

### Intuit

Nov 2013 to Present

#### Business Systems Analyst

- Sr Operations Analyst, Incident Management, BU Admin, Business Systems Analyst, and Product Manager.
- Software license provisioning, acquisition, and management. • Relationship cultivation between various teams and customers.
- Collaboration space for the end-user and engineering teams. • Creation and implementation of web-based agent tools.
- Creation of Business Continuity Plans and Risk Register Mgmt. • Lower level automation creation and scripting processes.
- Review, vetting, requesting, and testing new improvement requests through the JIRA intake and Lean Bug Testing processes.
- Requirements gathering, documentation, and translation.
- Process innovation, mapping, documentation, and improvement.
- Data Library definition and reporting from multiple data sources.
- Use of Agile, Six Sigma, and Waterfall Methodologies.
- FAQ and Process Documentation creation, implementation, and maintenance through workflow diagrams and SOP procedures.
- In-Person and Virtual End-User and Operational training.
- Provided insights and recommendations to management based on quantitative and qualitative data.
- Drove and delivered on multiple key deliverables which resulted in positive impacts across the business.

### Raytheon

Apr 2011 to Jun 2013

#### Business Analyst / Asset Manager

- Contractor to Raytheon Missile Systems.
- Used Six Sigma Methodologies
- Assist with Compliance Standards for Javelin Joint Venture
- Process Development, Improvement, and Management
- Tier 2 Hardware and software asset management and approval.
- Maintenance of Asset Life Cycle Standards and Database.
- Personnel Management Experience.
- Assisted with process management in break / fix situations as well as process innovation.
- Provided Large Scale Presentations and Trainings.

- Maintain customer service skills to enhance a customer's experience with IT.
- Cross Functional team building and coordination
- Service Coordination for New Hires, Contractors and Interns.
- Logging of new employees and working with various departments for issued assets.
- Service Coordination for Separations, Leaves of Absence and terminations.
- Logging of employee assets and record returns and service tickets
- Assisted with process management in break / fix situations as well as process innovation.
- Assisted with Special Projects (i.e. product and services matrix, deployment strategies, etc.).
- Documented processes and steps for different subjects which had not been documented before.
- Trained Administrative assistants how to use current software to their advantage.

## Ultimate Electronics

Feb 2010 to Feb 2011

### Site Technician

- Retail Merchandising.
- Computer Sales and Service.
- Greeting and listening to the customer to ensure a best match for a computer.
- Ensuring that the Technical problem is understood before further diagnosis.
- Computer Hardware and Software Diagnostics.
- Operating System Troubleshooting.
- Responsible for technical site issues. • Created Technical SOP Documentation for the site.

## Geek Squad

Mar 2009 to Feb 2010

### Agent

- Retail Merchandising.
- Computer Repair Service Sales.
- Front-Counter Customer Service.
- Actively listening to the customer to ensure that all communication is accurate.
- Computer Hardware and Software Diagnostics.
- Operating System Troubleshooting.
- Windows NT, Windows 98, Windows ME, Windows Vista, Windows 7, Mac OS X
- Telephone customer support for computer recommendations.

## St. Clair Technologies, Inc.

Jan 2008 to Feb 2009

### Customer Service and IT

- Customer Service, Customer Relations and Order Entry.
- Telephonic Customer Service Skills.
- Served as liaison between the customer and the manufacturing plant to ensure that product was produced, transported and delivered on time.
- IT Professional for the facility for multi-national networking using multiple OS' and packeteer with server systems.
- Created Reporting for production and revenue
- Provided information from reporting to sr leadership through powerpoints.
- Customer order quality assurance.

## GameWorks

Sep 2007 to Jan 2008

### Assistant Manager

- Customer Service.
- Schedule and host birthday parties and events.
- Sales of game cards.

- Arcade game machine repair and Maintenance.
- Networking, motherboard maintenance and repair, cleaning.
- Nightly monetary counts and deposits.
- Coordinated special events to boost Revenue.
- Creation of Events and Promotions to increase profit margins.
- Educated employees on proper upselling techniques.

## Afni

May 2007 to Dec 2007

### Customer Service and Billing

- Assisted customers with billing questions.
- Explain Verizon Landline bills to customers.
- Sales of QWEST and DirecTV services to customers.
- Started with the team for customer retention outbound calls.
- Chosen as Team Trainer to train and mentor new employees.

## Intuit

Nov 2006 to Apr 2007

### Lacerte Support

- Customer Service.
- Tele-Communication skills.
- Assisted End Users with Database repair and software support.
- Completed over the phone or using remote access software.
- Added articles to our knowledge base on severe issues that had not previously been resolved.
- Network support.
- Added documentation to the knowledge base regarding problems that had not been fixed before to assist other agents with time management.

## Miller Sales and Engineering / ANM Equipment

Jan 2006 to Nov 2006

### Welder / Shop Worker

- Fabrication of various applications for Mining projects by reviewing requirements and schematics.
- 2 ½ k and 5k forklift driving certification.
- Fabrication of Catwalks for mines in the area.
- Occupational Safety and Hazard Awareness training.
- Team work training .
- Acid and Sifting pump mechanic.
- Created faster ways of cutting steel for the items we were building.
- Recognized and rectified structural weaknesses in items being made to create a better product.

## United States Marine Corps

Oct 2002 to Nov 2005

### Basic Rifleman / Metal Worker

- Provide Support by fabrication and repair of Military Equipment.
- Served as Tactical Security forces for local Camp and Unit.
- Trained for imminent first aid.
- Stress Training
- Operation of 2 ½ k forklifts
- Brought in new local suppliers for welding supplies which cut lead times down by 2 weeks.
- Requirements gathering and translation for work activities
- Trained new Marines on time saving processes.
- Trained individuals how to order supplies via NSN.

## EDUCATION

### University of Phoenix

2011 to 2018

Bachelors of Science in Business with Certificate in Project Management

This program is focused on developing project managers whose skills include effective communication, creative thinking and problem-solving. In addition, students will gain insight into managing innovation.

This program features a certificate option, which allows you to move core courses toward the front of your degree program so you can advance toward your career goals sooner. The certificate you earn will be an additional credential, which you can leverage to help you pursue your career goals.

### Aviation and Electronics Schools of America

2005 to 2005

Computer Sciences

Computer Building and Networking

### Marine Corps Institute

2002 to 2005

General Education

Leadership and Military training

### Post Falls High School

2002 to 2002

High School Diploma

General Studies

## SKILLS

Networking, Management, Technical Support, Process Improvement, Project Management, Troubleshooting, Information Technology, Business Analysis, IT Management, Telecommunications, Requirements Analysis, Resource Management, Project Planning, Data Analysis, Data Entry, Process Management, IT Service Management, Business Process, Call Centers, Agile Methodologies, Customer Relationship Management (CRM), Computer Hardware, Windows 7, Operating Systems, MS Project, Visio, Microsoft Office, Windows, Microsoft Excel, Outlook, Team Leadership, Customer Service, Training, Customer Support, Personnel Management, Personal Development, Public Speaking, Team Building, Time Management, Long-term Customer Relationships, Cost Benefit, Help Desk Support, Risk Management, Microsoft Project, Business Process Improvement, Documentation, Leadership

## HONORS

### Eagle Scout

Jun 2000

Boy Scouts of America

### Employee of the Quarter

May 2009

Best Buy

### Company Employee of the Week

Apr 2010

## Employee of the month

Nov 2010

Ultimate Electronics

## Employee Excellence

Aug 2012

CSC

for contributing ideas and processes to streamline customer satisfaction

### CERTIFICATIONS

#### Agile Certified Professional

Jan 2018

International Consortium for Agile Methodologies

#### ICMI Workforce Management Boot Camp

ICMI

### RECOMMENDATIONS

#### Brandee Schueneman

2/14/18, 6:47 PM

Independent Associate, LegalShield Official

Chris is a "go to" employee when it comes to getting the job done.

He takes the time to understand what the end users needs are and never fails on delivery in a timely manner.

When others might not have been available,

Chris could be called upon to jump in & help out even on short notice.

He has excellent follow through with his communication and he understands the importance of building a strong network of contacts.

#### Marina Galoustian

6/26/18, 5:34 PM

VP of Operations / Consultant, Operation Resolve It – We Offer  
Logical Solutions for your Business

It's rare that you come across standout talent like Chris Cardall! I have had the pleasure of working with him at Intuit for 3 years. His customer first attitude coupled with his distinct ability to quickly analyze multi-site telecom/IT issues and bring them to a swift resolution, making a positive impact for our Risk Payment Customer's experience! In addition, he made my front-line operations team's job, a lot easier. Chris would be an asset to any Team!

#### Megan Soto

4/16/13, 9:34 AM

Sales Manager, TEKsystems

I had the pleasure of placing Chris at CSC, and then again directly for Raytheon. He has a big picture understanding of Raytheon's technical environment, as well as an excellent communication and delivery style. I would not hesitate to work with Chris again in the future.

#### Tammy Dockery

5/31/13, 9:53 PM

GBS Service Desk Lead, Raytheon

Chris Cardall worked on projects with me and provided excellent deliverables for projects including work flow diagrams, instructions, and process documentation. His writing skills are high quality. His technical analysis lead to process changes that closed gaps in IT service workflows. I was also impressed by how fast he was able to deliver process change results into production including documentation of those changes. The documents were easily understood by all who read them, regardless of technical experience.

### **Josiah Clark**

6/21/18, 12:47 PM

Operations Program Manager, Microsoft

While working with Chris at Intuit, I was impressed with his technical skills as well as his ability to learn quickly. We worked on a number of initiatives together which included planning, stakeholder engagement and communication, as well as User Acceptance Testing.

Chris has a talent for analyzing business issues and developing solutions that exceed expectations. He is a great team player and would be a valued asset on any team!

### **Adeela Bokhari**

6/14/18, 6:17 PM

Workforce Management Consultant, Veyo

Chris and I worked together at Intuit for over a year.

He helped to train me and taught me the systems of the business.

He is an outstanding worker, great team player,

and very smart. He is also extremely dedicated and takes pride in his work. Some nights he was up all night from being on call,

but still came in the next morning with a great attitude,

ready for the next challenge. He never missed a day and never missed a deadline. If someone had a question He was courteous and took his time to explain, even if it meant him staying a little over.

Customer service, even to peers,

was a top priority. He was always there to help and always looking for feedback to improve himself. I would be honored to work for him or with him again.