

# Caleb A. Bolden

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## PROFILE

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Business-savvy IT professional with 5+ years of progressive IT experience in providing application support and administration to enterprise level applications, business analysis, process improvement, and front-end web development. Proven ability to combine knowledge of technology with understanding of business processes to help companies make business aligned decisions. High level of comfort working independently, or collaborating in a fast paced environment. Excellent written and verbal communication skills.

## CORE QUALIFICATIONS

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**BUSINESS SYSTEM ANALYSIS:** Business & Technical Requirements Gathering, User Acceptance Testing (UAT), Project Management, Risk Management, Data Analysis, Waterfall and Agile SDLC, Use Case Diagrams, Process Flowcharts and Workflows, Ad-Hoc Reporting, Application Administration & Configuration, Process Improvement, SQL, Relational Databases

**CODE DEVELOPMENT:** HTML, PHP, CSS, Java, C#, XML, Objective-C, JavaScript, JQuery, .NET Framework, VB.NET

**SOFTWARE PROFICIENCY:** Microsoft Visio, InteGREAT – Modern Requirements, Microsoft Project, Microsoft Excel, Microsoft SharePoint, WordPress, SharePoint Designer, Salesforce, Serena Business Manager, Apptio, Tableau, SQL Server Management Studio, Eclipse, Jira, Outlook, Visual Studio, PlanView

## EXPERIENCE

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**Total Systems Services Inc. (TSYS)**

Columbus, GA

*Technology Business Management Analyst*

Jan 2017 – Present

- Gathers business requirements and translate information into a working set of financial allocations for cost model
- Acts as a liaison between the finance team, infrastructure teams, IT application development to develop financial cost model for CIO Organization
- Assist in the creation and management of the Total Cost of Ownership & Allocations models.
- Performs data mapping exercises to ensure accurate data flow from source to Apptio software
- Maintains relationship with Apptio software provider
- Elicits and validates system requirements for Apptio - Datalink integration with TSYS data sources

- Facilitate meetings to aid in the development of corporate infrastructure data strategies to include: mainframe utilization, physical storage, asset inventory, projects and service tickets
- Serves as stakeholder in corporate asset management project
- Provides assistance and review of data accuracy of fundamental IT Datasets (Capex, Opex, General Ledger, Timesheets, Projects, Asset Inventory, etc.)
- Collaborates with stakeholder groups across the organization to ensure business and technology alignment; documents all processes
- Creates/modify reports, dashboards, and KPI's
- Utilized SQL scripts/commands to extract data from source systems to be used in financial cost model
- Prepared and conducted regular training for end users, created user guides and manuals for easy use of Apptio software

*Business Systems Analyst II*

Mar 2015 – Jan 2017

*Business Systems Analyst I*

Jan 2014 – Mar 2015

- Served as application administrator for process management and workflow automation software Serena Business Manager (SBM), providing support to 600+ end users
- Lead multiple system upgrades (SBM and SharePoint 2013) in Project Manager role, coordinating with InfoSec, Network, and Infrastructure technology teams
- Created test plans and test scripts for system upgrades, lead all system testing efforts
- Gathered information to analyze current and future state business process flows, workflows, and procedures in order to solution process improvement.
- Served as direct supervisor for Summer Internship Program, responsible for assigning and managing workloads, approving timesheets, and mentoring interns
- Maintained relationship with Serena Business Manager software provider
- Facilitated requirements gathering meetings with business and technology leaders; created business requirements documents to capture process specification as related to SBM software
- Facilitated the migration of waterfall projects to agile project methodology within Jira
- Performed “bug fixes”, code development, application configuration, and system enhancements on Serena Business Manager software for scheduled releases
- Created test plans and test scripts for SBM releases
- Lead quality assurance and user acceptance testing (UAT) efforts for SBM releases
- Utilized SQL queries/commands for ad-hoc reporting
- Prepared system documentation to capture all system enhancements and process changes; communicated to end users and executive management
- Prepared and conducted regular training for end users; created user guides and manuals for easy use of SBM software
- Assisted in the quarterly updates to Waterfall and Agile SDLC processes

**Vrooom Technology**

Columbus, GA

*Web Developer/Analyst*

Jan 2013 – Jan 2014

- Assisted in front-end web development for new and existing client web projects using HTML, CSS, JavaScript, J'Query, and PHP
- Facilitated requirements gathering meetings with new clients to determine business and technology needs
- Created business requirements documents (BRD) and wireframes for web projects
- Created testing plans and test scripts for new client web projects
- Lead testing efforts on completed new client web projects
- Acted as liaison between clients, graphic artist, and back-end web team
- Collaborated with back-end web team on web projects
- Created mobile websites for new monthly marketing clients
- Maintained SEO practices for all monthly marketing clients websites
- Researched the latest technology and SEO practices
- Managed Google AdWords and email marketing campaigns for *DUIAttorney.com* clients
- Conducted training for non marketing clients

### **Freelance Web Developer**

*Web Developer*

2012 – Present

- Perform front-end web development for new and existing client web projects using HTML, CSS, JavaScript, J'Query, and PHP
- Facilitate requirements gathering meetings with new clients to determine business and technology needs
- Create business requirements documents (BRD) and wireframes for web projects
- Create testing plans and test scripts for new client web projects
- Lead testing efforts on completed new client web projects
- Maintain SEO practices for all clients
- Perform routine maintenance on clients websites to optimize speed
- Consult with web hosting providers on web-server related issues
- Research the latest technology and SEO practices
- Maintain relationships with graphic designers and content writers

## **EDUCATION**

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**Columbus State University**

Columbus, GA

*Bachelor of Science, Information Technology*

2013

**PMI – PBA Certification**

In Progress