Jeffrey M. Perkinson

Senior IT Analyst

PROFESSIONAL SUMMARY

Multi-faceted, award-winning technology professional with more than thirteen years of experience working across multiple areas spanning diverse markets. Proficient in collaborating among cross functional teams to deliver high-quality solutions with an intuitive user experience. Adept at assessing value and learning concepts quickly while mapping product evolution. Consistently recognized for acute diligence, product acumen, and the ability to analyze and understand complex problems and prioritize deliverables.

PROFESSIONAL EXPERIENCE

Senior Solutions Analyst | Product Development
TouchNet Information Systems, Lenexa, KS (Remote) | August 2023 - Present

- Manage product backlog and sprint boards, roadmapping and strategic planning for our flagship billing and payments product and associated web service applications
- Define project overviews and scope, user stories, and development estimates to calculate, organize, and plan release cycle capacity for our cross functional scrum team
- Create and present end-of-cycle release demos and slide decks to organizational stakeholders, outlining key product impacts, data visualizations, and strategic goals
- Leveraged Python, SQL, Pandas, and Seaborn to analyze and present user login metrics across production to senior leadership to assess our potential server load impacts related to implementing our proprietary multi-factor authentication solution to meet regulatory compliance
- Built and maintain automated project management solutions leveraging Atlassian JIRA's REST API, Python, and Flask, reducing administrative overhead by nearly 60%
- Work with UI/UX to design quality interfaces that employ simple design and intuitive experiences
- Partnered with engineers to implement CI/CD practices within our dev and test environments

Programmer/Analyst | Enterprise Application Systems
Pennsylvania College of Technology, Williamsport, PA (Remote) | November 2020 - August 2023

- Analyzed and procured a college-wide payment processor to replace our legacy payments system
- Engaged and collaborated with key stakeholders across multiple departments and channels to identify enterprise system use cases, requirements, and the acceptance criteria used to implement various systems and integrations throughout the college
- Created and maintained a comprehensive data migration solution, transforming information from our legacy ERP system built on Microsoft SQL Server into Dynamics 365 data entities for Anthology Finance modules, leveraging SQL, Python, Pandas, and openpyxl
- Maintained and improved legacy enterprise and student information systems built using RPG on the IBM AS400, WebSmart, and Java with JSP
- Created and modified college-wide system, process, and technical documentation
- Coached team members and stakeholders on key project and development subjects, including engagement strategies, user story creation, Azure Devops, and version control practices using Git

Business Engagement Partner | Information Technology
Geisinger Health Plan, Danville, PA (Remote) | September 2019 - November 2020

- Managed a cross functional team of engineers, analysts, and business specialists- improving morale, education, and throughput with OKR framework objectives
- Owned the product backlog for software solutions supporting the company's insurance sales- the primary source of revenue to the organization
- Oversaw data migration efforts and testing during conversion from a legacy on prem CRM platform to our new cloud-based insurance CRM built using the Salesforce framework

Product Owner, Release Manager, Business Analyst | PaymentExpress
Grant Street Group, Pittsburgh, PA (Remote) | September 2019 - November 2020

- Built, prioritized, and maintained the product backlog and roadmap for eCommerce and POS payment solutions, including distributed platforms, RESTful web services, .NET interface drivers, hardware integration, and PCI DSS payment industry compliance
- Effectively employed technical indicators and KPI metrics to uncover production breakdowns
- Drove contract retention and market expansion by designing solutions to meet critical needs for our top strategic client, bolstering our reputation within our main target market
- Reduced man hour costs related to quality assurance and bug fixes by more than 15% through leading an initiative to set unit test coverage benchmarks at 95% across the product
- Managed relationships for our flagship clients, largest integrators, and vendors including Worldpay- a multi-billion-dollar international payment processor

Senior Technology Business Consultant | Profile Implementations
FIS, Malvern, PA (Remote) | April 2011 - September 2019

- Created and led education sessions on version control and database configuration
- Coached team members to deliver high quality solutions, design best practices, and make efficient use of SQL for configuration, research, and semi-automated administration
- Managed enterprise implementations generating between $3 million and $10 million per client
- Continued development of SQL and Excel tools to streamline processes and reduce project hours
- Business, technical, and project analysis with direct client support for all SDLC initiatives

TECHNICAL ACUMEN

Python · SQL · Flask · Pandas · Scikit-Learn · Matplotlib · TypeScript · React · NextJS · Tailwind CSS · Java · C++ · Git | SVN · Anaconda · RPG · Bash · PowerShell · Vercel · Google Cloud · Docker | Compose · Azure | Azure Data Factory · PowerBI

SKILLS

Web Development · Data Analytics · Product Management · UI/UX · Agile Methodologies · Technical Writing · Stakeholder Elicitation · Product Acumen · Supervised Regression · Classification Models · Release Management · Technical Analysis · Data Engineering · Autonomous Research · Service Oriented Architecture · Systems Design · Product Ownership · Leadership · Financial Analysis · Process Improvement and Design

CERTIFICATIONS

PCAP - Certified Associate in Python Programming
Professional Scrum **Product Owner**
Professional **Scrum Master**
Microsoft Azure Data Fundamentals
Innovation Engineering Blue Belt

EDUCATION

Master of Science, Finance
Temple University

Bachelor of Science, Finance
Mathematics Minor
West Chester University of Pennsylvania