

IT/Data Generalist

Heather Fullen

Objective

I am a naturally curious person that values continuous learning, and I am seeking an opportunity to solve interesting problems with fun people.

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Education

MBA: Data

Analytics

Saint Leo University

BA: Business Mgmt

Saint Leo University

Skills

- Data Analysis
- Project Management
- Problem Solving
- Process Analysis

Interests

- Camping
- Thrifting/Antiques
- DIY Projects
- Live Music

Certifications

- PMP
- CBAP
- PMI-ACP
- CSPO

Experience

05/2018 - Present

IT Operations Manager *Infinite Energy*

Manage Service Desk, Network Administration, and Service Operations teams supporting workstation and office equipment, servers & networks, and custom software.

- ITIL Foundation for self and team
- Establishment of key metrics & reporting
- Special projects: data analysis per executive request, IT controls audit, data migrations to onboard, divest, and transfer selected books of business.

11/2015 – 05/2018

Sr. Manager, Business Analytics *Infinite Energy*

Consolidated 3 management positions into one, taking over management of 2 additional teams of technical analysts providing diverse products and services, such as:

- Data Warehousing Prototype focusing on Billed Revenue Data
- Sales Commission Automation Proof of Concept
- Comprehensive Churn Analysis incorporating survival curves and ensemble methods for decision trees
- Feasibility research for Florida gas profile model based on limited weather data, time of year (tourism), and business classification
- Consumption-oriented map visualization for Gas Mobility Solutions (subsidiary) prospects/leads.
- Fuzzy matching prototype using SQL Server Integration Services for Salesforce lead import.
- Also expanded prior career path development to incorporate new teams

02/2012 – 11/2015

Software QA & Test Manager *Infinite Energy*

Management of the team responsible for testing of software developed and maintained in-house, notable Achievements/Tasks:

- Test Library Overhaul
- Development of improved metrics/reporting and increased transparency

- Shift toward risk-management oriented decision making
- Later (07/2014) oversaw dissolution of testing team and development of new team focused on operational support of custom software as well as an application management/deployment team that later evolved into the company's DevOps practice
- Career path development and job design/authoring of job descriptions

07/2005 – 02/2012

Project Manager & Sr. Project Manager *Infinite Energy & Infinite Software*

Coordination of multiple custom software projects, both in-house and involving client and vendor engagements.

- Multiple projects to expand/enhance Customer Information System (CIS), including multiple new market entries.
- Multiple projects to expand/enhance custom pricing/contracting system
- Customer engagements for sale, implementation, and support of CIS
- Consolidation of Service Desk personnel and processes during merger of Infinite Energy and Infinite Software
- Managed IT department's involvement in annual financial audits, including custom report specification, development, and testing, as well as IT Controls assessment.
 - In subsequent years also managed project plan for multiple departments' participation.
- Special projects including assessment of gas profile accuracy and hedging queries, market throughput analysis, and MAS90 payment reconciliation.

10/2004 – 07/2005

Technical Writer & Lead Technical Writer *Infinite Software*

Documentation of business requirements, business and system processes, functional and non-functional specifications, and manuals for custom software.

- Drafted specifications and proposals for upcoming projects, including data migrations, system integration efforts, and new market entries
- Authored user manuals for primary CIS product
- Designed and delivered training for custom pricing/contracting system
- Maintained technical document library and assisted with software testing and data analysis as needed

10/2003 – 10/2004

Contract Processor & Contracts SME *Infinite Energy*

Data Entry and quality control checks related to configuration of customer accounts for billing as per contract - served as subject matter expert/business representative for CIS replacement.

- Responsible for entry of contract rate data into legacy CIS
- Redesigned weekly order checking process to reduce average daily work by 75%
- Established Quality Assurance process with the free time. Assisted with other clerical projects as needed
- Selected as contract/rate SME and loaned to Infinite Software for CIS implementation/migration
- Developed process and requirements documentation while on loan as a business function SME