**Jack Korinek III**

**High Energy Solutions-driven Business Analyst**with 16+ years’ experience leading cross-functional teams in development, documentation and delivery of process innovations driving the attainment of business goals.

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|  | **Skills:** |  |
| * Ability to Learn & Adapt New Technologies
 | * Support and Troubleshooting Functionality
 | * Project Management
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| * Technical Training for End Users
 | * Verbal & Written Communication
 | * Defining Solutions and Scope
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| * Developing Strategies, System Design, and Product Features
 | * Coordinating with Cross-Functional Teams
 | * Investigating & Resolving Problems
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| * Risk & Deployment Management
 | * Facilitate Process Mapping
 | * Effective Listener
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| * Analytical Problem Solver
 | * Delivering High Quality Results
 | * User Acceptance Testing
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| * Data Mining & Analytics
 | * Very Approachable
 | * Great Relationship Building Skills
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**Technologies**

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| *Operating Systems* | Microsoft Windows (XP,7,8,10), Microsoft Server (2008, 2010, 2016, 2019), Linux (Suse, RedHat, Mint, Ubuntu, Debian, Kali), Mac OS, Android |
| *System Administration* | Microsoft Deployment Toolkit, Active Directory, Group Policy, DHCP, VMWare, DNS, Power Shell, Bash Scripting, SLA’s |
| *Networking* | VLANs, WANS, LANS, Firewalls |
| *Remote Connectivity Tools* | TeamViewer, Citrix, Cisco AnyConnect, MobaXterm (SSH tunneling), Global VPN, SonicWall NetExtender, Windows VPN Server |
| *Applications* | Microsoft Office Suites, Google Suites, Adobe Product Suites, MobaXterm, Axis Communications |
| *Databases* | PostgreSQL, MySQL, TSQL, MSSQL, SAP HANA |
| *Development* | Python 3, R, Django, Git, PyCharm, HTML, CSS, JavaScript, WebFOCUS |
| *BA/PM/Agile/Ticketing Tools/Version Control* | Jira, Tableau, Visio, Monday, Zendesk, Salesforce, XMatters, Control M, GIT |
| *Charts, Models, & Diagrams Used* | BPMN, UML, Activity Diagram, Business Domain Model, Competitive Comparison Matrix, Data Flow Chart, Data Model, Evaluation Criteria & Recommendation Summary, Feature Matrix, Feature Roadmap, Navigation Map, Organizational Chart, Process Flow Diagram, Process Improvement Progress Report, Scope Model, Stakeholder Map, SWOT Analysis, System Architecture Diagram, Use Case Diagram, User Interface Wireframe |

**Experience**

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| JoAnn – Cleveland, OH | 2020-2021 |

**SAP HANA Applications Engineer**

* Assisted with architectural design of system and process solutions within the IT framework
* Coded in Python to create business solutions to improve reporting and ecommerce website
* Planned, designed, and executed end-to-end testing
* Resolved problems and incidents in compliance with SLA’s
* Determined and documented root cause of problems, while improving systems and processes ensuring simplicity, stability, and efficiency
* Designed solutions that maintained flexibility and future integration opportunities
* Provided project management in collaborating across interdisciplinary teams
* Responsible for builds in EDW with SAP HANA
* Reported with WebFOCUS for reporting on EDW
* Used HTML, CSS, and JavaScript to ensure ecommerce website was functioning properly
* Assisted 820 stores, 3 distribution centers, and over 22,000 team member’s with custom reports and reporting builds

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| *Acuity-VCT* – Remote (Contract) | 2019-2020 |

**Business Analyst Technologies Specialist**

* Spearheading company-wide projects, with emphasis on Agile methodology
* Assessing project risks and proactively resolving issues
* Provided customer support for a 1000+ user, handling support, installations, applications, help desk, ticketing system (Zendesk), and remote support
* Provided Active Directory Support with account creation and management
* Provided Group Policy Support with Custom Profile Management
* Server 2016 and 2019 support (Virtual and Physical)
* Linux Suse (11 and 12) support (Virtual and Physical)
* Estimating project budgets and detailing all necessary documentation
* Performed software integration and configuration for end users
* Troubleshooted network and security issues remotely using ssh (Linux SUSE) or a remote desktop software like TeamViewer
* Stress tested software and reported bugs to development

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| Dairymens – Cleveland, OH 2006 - 2019 |  |
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**Tableau Business Intelligence Analyst** 2018-2019

* Create/manage Projects. Database, Views, Data Sources and Data Connections using SSRS
* Presented effective business solutions to Data Scientists and Stakeholders
* Directed team meetings in video conferences that spanned over 13 different company locations and 9 different states
* Build, customize and publish interactive reports, visualizations and dashboards using SSRS

**Business Analyst Project Lead** 2007-2019

* Acted as liaison between business, sales, and IT teams to refine the product and incorporate features based on market demands
* Created and maintained the solution vision, road map, and backlog of work through the project's life cycle
* Translated features into user stories within the team’s backlog while managing, ranking, and prioritizing this backlog to reflect stakeholder’s requirements
* Effectively negotiated sprint goals with the team, which resulted in slashing errors by 56% in a single quarter
* Facilitate sprint planning, retrospectives, stakeholder meetings, daily scrums and software demonstrations
* Coach and educate, while seeking to continuous improvement
* Work closely with project owner in backlog management and metrics
* Direct and lead development team in implementing continuous delivery
* Proficiently document all requirements in detail for straightforward interpretation
* Performed quality assurance, system integration, configuration, and user acceptance testing facilitating on-time and on budget enterprise implementations
* Created insightful automated dashboards and data visualizations to track key business metrics
* Maintained database and documented reporting regarding customer relations, inventory, and business metrics to predict market and growth
* Managed and directed staff related to the operational use all software and applications
* Performed in Waterfall and Agile methodology environments
* Lead cross-functional teams within Marketing, Product, Finance, Software, and all other stakeholders, to then translate business requirements into SQL queries to answer business questions

**Database Administrator** 2006-2007

* Administering large PostgreSQL databases ability to performance tuning/indexing maintenance
* Responsible for all back up, recovery, and upgrading PostgreSQL databases
* Designing and managing database schemas
* Responsible for configuring, integrating, and maintaining databases
* Monitoring databases to optimize database performance and diagnosing all issues

**Database Developer** 2005-2006

* Directly accountable for implementing and maintaining production database software
* Manipulated inventory data using Excel and SQL (PostgreSQL)
* Created Databases within PostgreSQL
* Reported queries to Management through MS Word and/or MS Excel

**Quality Assurance Team Lead** 2004-2005

* Responsible of over-seeing the quality of the project
* In-charge of 21-man team and managed scheduling and assigning work
* Negotiated contracts for the company
* Annually held OSHA certified conferences

**Quality Assurance** 2004-2004

* Inspect the quality of projects
* Documented all bugs found in software
* Verified that the product was to the customers standards
* Validated that client request deadlines were met and kept within the scope

**Home-Work Station**

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| Motherboard | ASUS ROG Maximus XI Hero |
| CPU | I9-9900KS 8-Core 5.0GHz |
| GPU | RTX 2080 Super Ventus OC 1830MHz8GB GDDR6 |
| RAM | 64GB DDR4 3200MHz |
| Power Supply | EVGA 1000W Platinum |
| Liquid Cooling | ML240R 240mm Radiator |
| Storage | Samsung 500GB SSDSeagate 4TB HDD |
| 4 Monitors | 2- 32” Curved frameless 144Hz 1msMPRT2- 27” Dell S2209W 60Hz |
| Router | Netgear Nighthawk x8 802.11ac 5Gbps |
| Security | BitDefender BitBox 2.0 |
| Internet Speed | Download: 106Mb/sUpload: 9.8MbpsPing: 184.4ms |
| Web Cam | Logi HD 1080p |

**Education**

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| Udacity | Nanodegree in Project Management 2020 |
| Pawar Python Bootcamp | Python Development 2018 |
| University of Michigan | Computer Science 2018 |
| Lorain County Community College | Digital Forensics 2014-2015 |
| Cuyahoga Community College | Communications 2002-2003 |
| University of Akron | Communications 2001-2002 |