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# KEATON SCHULTZ

IT BUSINESS ANALYST | LINKEDIN | 715.781.8668  
KEATONTECH.COM | KEATON.D.SCHULTZ@GMAIL.COM

## OBJECTIVE

Organized, motivated, detail-oriented individual seeking an opportunity for growth in interpersonal, leadership, and listening skills while expanding knowledge base and developing and working with documentation and information systems.

## SKILLS

**ERP Systems:** Technical and procedural maintenance is provided to our current ERP system while also assisting with regulatory and compliance solution development as we migrate to SAP.

**ServiceNow:** Works in conjunction with support team to resolve ERP issues companywide while working with development team to ensure end users experience seamless resolution of tickets.

**Office365:** Previously concentrated in support of iOS mobile device management, Office365, and Exchange management.

**Citrix:** A noteworthy example of innovation includes standardization of our virtual ERP environments for Windows 10 and 7 users across the company.

## EXPERIENCE

### BUSINESS ANALYST • PHILLIPS-MEDISIZE • MAY 2018–PRESENT

Utilized available DBA tools and knowledge sources to add high value customer service and support operations of existing legacy system while also helping coordinate migration of documents and metadata to new ERP system SAP. Major tools utilized include SQL Developer, ERP workflows, active directory, ServiceNow, Teams/Skype meetings, business reviews and other Microsoft products.

### BUSINESS ANALYST TEAM • PHILLIPS-MEDISIZE • SEPT. 2017–MAY 2018

Worked to collaborate with corporate functional area Business Analysts to assist in analyzing systems and processes to recommend changes to reduce lead-times, improve manufacturing efficiencies, provide analysis reports, and maintain healthy, positive CRM relationships and rapport among employees and customers. Worked as dedicated, relentless support resource.

### IT HELP DESK • PHILLIPS-MEDISIZE • NOV. 2015–SEPT. 2017

Completed multiple tasks and special projects while providing technical support and customer engagement for end users via phone, email, ticketing system, and customer interaction. Worked to record key performance indicators to adjust services and goals to customer needs and improve customer experience and customer satisfaction. Assisted in strategic migration of users and resources from on premise location to cloud storage in O365. Additionally, supported Apple product launches during absence of trusted advisor.

## EDUCATION

### INFORMATION SYSTEMS • UNIVERSITY OF WISCONSIN–EAU CLAIRE • BACHELOR'S DEGREE

Two-timed Dean's List student graduated with a 3.3/4.0 GPA. Completed coursework including system analysis and design, client OS network, database management systems, and many other project, business, and communication courses. Frequent leader of projects and discussions.

## VOLUNTEER AND LEADERSHIP EXPERIENCE

Averaged 25 volunteer hours per semester throughout time as an undergraduate. Served as Secretary, Vice President, and Treasurer for Delta Sigma Phi social fraternity and as Recruitment and Marketing chair for the Interfraternity Council. Attended Regional Leadership Academy, National Fraternity Convention, and graduated from the Leadership Seminar Series which expanded organizational, creativity, planning, and communication skills.



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INFORMATION SYSTEMS



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