



Dacey Messina

Systems Analyst

I am a systems analyst with over 2 years experience. I have gained valuable experience in analyzing and designing business processes and improving system functionality. My skills include requirements gathering, process mapping, business analysis, project management and stakeholder engagement. I am also proficient in SQL programming and database design. I possess excellent communication skills which allow me to effectively communicate with all stakeholders involved in a project.

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Education

Bachelor of Science in Computer Science at University of Kentucky

Aug 2015 - May 2020

I've learned how to code in various programming languages, how to use different software development tools, how to develop algorithms, and how to solve problems.

Links

[linkedin.com/in/daceymessina](https://www.linkedin.com/in/daceymessina)

Skills

Systems Analysis

Requirements gathering

Process modeling

Data analysis

Systems design

Implementation planning

Testing and evaluation

Employment History

Senior Systems Analyst at Humana, KY

Jun 2022 - Present

- Defined and implemented a new system architecture for the company, which resulted in a 20% increase in efficiency.
- Led the team that developed and deployed a new CRM system, which increased sales by 15%.
- Successfully completed implementation of an ERP software across 16 departments, on time and within budget.
- Reduced help desk tickets by 85% through process improvements and training end users.
- Wrote custom scripts to automate various processes, resulting in a 50% reduction in man-hours required.

Systems Analyst at Valvoline, KY

Sep 2020 - May 2022

- Defined business requirements for a new inventory management system which led to a \$2M cost savings.
- Implemented an automated testing framework that increased test coverage by 25%.
- Led the development of a custom reporting tool that saved the company \$100,000 per year in licensing fees.
- Developed a data migration plan that reduced downtime during platform upgrades by 80%.
- Wrote stored procedures that improved performance of key financial reports by 30%.

Certificates

Certified Systems Analysis Professional (CSAP)

Dec 2020

Certified Business Process Management Professional (CBPMP)

Jun 2019

Memberships

Association for Computing Machinery (ACM)

Institute of Electrical and Electronics Engineers (IEEE)