



Ursula Bishop

Senior Systems Analyst

Systems analysis career spanning 12 years includes diagnosing infrastructure faults, automating financial reconciliation processes, and refining requirements across Oracle Database, SAP ERP, and CRM platforms. Reduced system downtime by 37 hours per quarter by analyzing recurring failure patterns and implementing automated failover scripts, and shortened the invoice-approval process cycle from 26 days to 7 days by eliminating redundant manual handoffs.

Contact Information



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Caribou, ME 12345

Education

BS in Information Systems

Husson University, Bangor, ME |
2010 – 2014

Key Skills

- SQL
- Oracle Database
- SAP ERP
- JIRA
- PL/SQL
- Microsoft Visio
- SDLC
- ITIL
- UML
- Requirements Analysis
- Root-Cause Analysis
- Agile

Professional Experience

SENIOR SYSTEMS ANALYST | AROOSTOOK VALLEY DIGITAL GROUP, CARIBOU, ME 2020 – PRESENT

- Reduced system downtime by 37 hours per quarter by analyzing recurring failure patterns in Oracle Database logs and implementing automated failover scripts for 3 mission-critical batch jobs.
- Shortened the invoice-approval process cycle from 26 days to 7 days by mapping current-state workflows in Microsoft Visio and eliminating 4 redundant manual handoffs.
- Accelerated delivery of a CRM data-integration project by 34 days through daily JIRA backlog refinement and parallel workstream scheduling across development and QA.
- Specified input schemas and output distribution plans for 8 SQL-based reporting feeds, ensuring consistent data formats across the finance and supply-chain modules.
- Reviewed vendor technical manuals and ITIL service-management guidelines each quarter to align incident-response procedures with evolving platform capabilities.

SYSTEMS ANALYST | PENOBSCOT CREEK SOLUTIONS, BANGOR, ME 2016 – 2020

- Cut system downtime by 23 hours per month by diagnosing intermittent connection pool exhaustion in the SAP ERP middleware layer and tuning timeout parameters.
- Reduced the quarterly financial-close cycle time by 11 days after automating 6 reconciliation queries in PL/SQL that had previously required manual spreadsheet comparison.
- Delivered an order-tracking module 18 days ahead of the original 90-day schedule by conducting early requirements workshops and clearing scope ambiguities before sprint 2.
- Wrote and maintained over 40 SQL queries in Oracle SQL Developer to support ad-hoc business analysis requests from procurement and logistics managers.

JUNIOR SYSTEMS ANALYST | KATAHDIN RIDGE TECHNOLOGIES, PRESQUE ISLE, ME 2014 – 2016

- Reduced unplanned system downtime by 14 hours per quarter by documenting root causes of application crashes and recommending memory-allocation changes to the infrastructure team.
- Shortened test-cycle delivery time by 9 days by creating reusable regression test scripts in JIRA and standardizing defect-logging procedures across 2 development teams.

- Read technical periodicals and Oracle release notes monthly to identify patches and configuration changes that addressed known performance bottlenecks in the production environment.

Certifications

- Certified Business Analysis Professional, International Institute of Business Analysis, 2019