



Bianca Easton

JUNIOR SYSTEMS ANALYST

Entry-level systems professional with 2 years of experience diagnosing application errors, writing corrective SQL scripts, and modeling data flows across enterprise modules. Improved system uptime by 17.2% by identifying recurring batch-job failures and coordinating patch schedules with the infrastructure team. Skilled in Microsoft SQL Server, Oracle Database, JIRA, UML, Power BI, and Active Directory.

CONTACT INFORMATION



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Danville, KY 12345

KEY SKILLS

- SQL
- Microsoft SQL Server
- JIRA
- Oracle Database
- UML
- Power BI
- Active Directory
- SDLC
- ITIL
- Data Modeling

PROFESSIONAL EXPERIENCE

Junior Systems Analyst | Herrington Creek Technologies, Danville, KY | 2025 – Present

- Delivered 13 training sessions on updated ERP modules and reporting tools for 4 user groups, reducing post-launch help-desk tickets from 64 to 29 per week.
- Resolved 174 system queries in the first 8 months by diagnosing application errors and writing corrective SQL scripts in Microsoft SQL Server.
- Improved system uptime by 17.2% after identifying recurring batch-job failures and coordinating a patch schedule with the infrastructure team.
- Assessed 3 pre-developed application packages for compatibility with the existing Oracle database environment, recommending the vendor that met 9 of 11 integration criteria.

IT Support Analyst | Boyle County Data Services, Harrodsburg, KY | 2024 – 2025

- Resolved 73 system queries per quarter by triaging user-reported malfunctions in JIRA and escalating database issues to the development team within 45 minutes on average.
- Assisted senior analysts in modeling data flows using UML diagrams, documenting 18 integration points between the payroll and HR modules.
- Provided staff and end users with troubleshooting assistance for Active Directory account lockouts, clearing a backlog of 41 open tickets in 6 business days.

EDUCATION

BS Information Systems

Eastern Kentucky University, Richmond, KY | 2020 – 2024