

M. TODD SMITH

336-906-3520 | mtoddsmith@outlook.com | www.mtoddsmith.com

SUMMARY

Information Systems professional with 25 years of experience in technical, business, and reporting including data analysis, data reconciliation, database development and programming, process improvements, automation, training, and documentation. Highly adaptable and able to assume any project, operational, or leadership role.

PROFESSIONAL EXPERIENCE

Offshore Project Coordinator

Cadence Bank (Mar 2021 – Aug 2021)

- Completed on-boarding and off-boarding of all offshore vendor users by provisioning and deprovisioning technology access (Active Directory; Entitlements; Roles; Security Groups)
- Monitored vendor user access expirations and renew as necessary
- Maintained database with vendor roles and standard profiles
- Supported ABA vendor training requirements to ensuring vendor team compliance

Senior Solutions Analyst

Volvo Financial Services (Jul 2019 – May 2020)

- Utilized technical business analyst skills to develop, recommend, and lead new processes and procedures
- Documented and translated business requirements into conceptual designs working with project teams and program managers
- Produced technical specification documents and data mapping to be shared with the development team for the creation of cXML EDI invoices
- Experience using SQL Server in query and extraction operations from data warehouse

Project Coordinator / Data Admin

Wells Fargo (Jun 2017 – Jun 2019)

- Served as project coordinator to Program Manager for Azure .NET Cloud migration project in an Agile/Scrum environment
- Identified opportunities for improving business processes and provided technical training
- Performed weekly data reconciliation against 4 data sets to ensure accurate reporting
 - REMEDY; ARAM; Clarity; Team Foundation Server; JIRA
- Developed daily milestone report to track completion of all milestones within each package during .NET application migration
- Automated daily/weekly Excel and SharePoint reports through Outlook using VBA code within MS Access database

Senior Business Consultant

AonHewitt (Mar 2012 – Jun 2017)

- Developed MS Access databases with SQL queries to compare backfeed data from pension trust to payment data within Oracle database for Trust/Recon project

- Submitted JIRA tickets for issue/resolution to select teams for corrections in database systems
- Automated output of fallout reports for Trust/Recon project for verification of benefits being paid at the trust level matched corresponding records in Oracle database
- Worked with clients to use comparison database tool to verify client population (Actives; Term Vested; Retirees) and in other areas
 - Over payments; Under payments; Audits; COLA Updates

Senior Business Consultant

Wells Fargo (Mar 2007 – Mar 2012)

- Increased productivity with process improvements using SQL queries via automation using VBA and VBScripts in both MS Access and MS Excel applications
- Developed automated solutions for Operations team within technology asset management for importing, processing, and extracting server data
- Created automation tool within MS Access database using extensive front end user forms connected to SQL Server database tables on the back end
- Developed, designed, and produced weekly and monthly reporting for wealth management and private banking lines of business using SQL queries
- Updated metrics reports from data automating refresh of pivot tables within MS Excel
- Documented all metrics reporting processes for cross training purposes

Senior Business Consultant

Pepsi Customer Service Center (Feb 1994 – Mar 2007)

- Validated technical designs against functional specifications provided by members of A/R Leadership via Joint Application Development (JAD) sessions
- Conducted conference calls and led meetings with Subject Matter Experts (SME) to gather information regarding system enhancements and improvement
- Assisted Team Leads in developing Business Requirement Documents (BRD) and Visio workflows to submit to IT and Developers while managing different phases of implementation schedule and final sign-off from senior members of management
- Increased productivity with process improvements via automation using VBA and VB scripts as well as SQL queries in both MS Access and MS Excel applications
- SQL Server experience with creating tables and views, in addition to writing stored procedures

EDUCATION

Bachelor of Science, Information Systems | Capella University

Professional references can be viewed on my website @ www.mtoddsmith.com