Keegan M. Malone

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# Dynamic information technology business analyst with over 10 years of experience and growth within companies. Industry experience includes working as a business analyst for a 20+ clients and over 2,000 endpoints, maintaining IT systems for the healthcare industry, as well as running all aspects of a high-end retail company. Through a strong skill set can manage projects, time, and team members to meet deadlines and streamline processes. Ability to work with senior management, practice strong time management and utilize customer service skills.

# EXPERIENCE:

**Elliott City, MD Xpertechs**

*Feb 2019 – Present* ***IT Business Analyst***

* Managed and maintained relationships with 20+ IT clients, provided updates to both the internal IT team and executive management level at the client.
* Lead a team of other analysts, held weekly huddles to review projects, share opportunities and updates
* Identified opportunities to implement SharePoint within tenants. Work with clients to determine security requirements and phased roll outs. Presented several options to C Level personnel and scope out projects
* Migrated client data to Sharepoint on several occasions, built out multiple sites to better provide a platform for security and groups to be applied. Secured sites per the clients compliance requirements
* Worked with different departments to maximize SharePoint usage and streamline business processes through basic Power Automate and PowerApps
* Built relationships with clients, learned what their business needs were and found several areas where technology could be leveraged or reworked to better suit the needs of their business
* Produced PowerApps that allowed business processes to be automated. Worked with different clients, departments, and individuals to facilitate the needs of all departments in the business
* Created project documentation, training sessions on new technologies and presented to users
* Maintained and updated documentation library for the team to use when assisting users
* Onboarded over 10 clients in a two year period, rolled out a support portal and customized it for each client with several automated flows, became the subject matter expert for the software
* Provided senior management and vCIO team with updates on the clients through detailed metric data, areas out of alignment, security vulnerabilities, project opportunities, and business practice updates
* Reviewed clients on a scheduled basis to verify that they were in alignment with standards that I had set for our team. Created checklist for other team members to use when reviewing clients.
* Administered weekly, bi-weekly or monthly meetings with senior management
* Mentored team members through training plans, hands on learning opportunities and lunch and learns
* Excelled in customer service and relations with teams. Explained high level technologies in unique ways.

**Denver, CO Malotech Inc.**

## May 2016 – Feb 2019 **IT Business Analyst**

* Manage IT systems, workstations, VOIP phone system, servers, and POS systems for clients
* Create and implement SEO plan to increase page viewership and Google ranking from fourth page to third link on first page. Increased sales by 83% within first month of SEO plan implementation
* Seek out and develop new business leads through networking, social media marketing, and SEO
* Maintain existing clients by working with them to determine needs, resolving IT related issues, and create new processes, leading to better relationships and more opportunities for projects
* Consult clients on upgrades and perform ad hoc projects to revamp technology environments
* Build and maintain websites, marketing materials, logos, and Information Technology plans for clients
* Install and program SonicWALL firewalls at multiple locations for each client
* Build client environments in Amazon AWS, including storage, routing and workspaces
* Perform business analysis of clients to harness new opportunities, create cost saving processes, and assist clients in using technology, as well as software to grow their own companies
* Monitor and cultivate clients 180,000 subscriber email newsletter through analytics allowing them to only send emails to users that are interested, keeping their email accounts from going to spam folders

**Denver, CO** **1 Shot Gear**

## May 2016 – June 2017 **Partner/Co-Owner**

* Constructed and maintained IT systems, migrated single server to hosted environment and maintained software and licenses for business needs
* Built new website using Shopify, migrated products to new site as well as created in store POS
* Built and maintained inventory, client and sales databases providing ability to better manage marketing
* Developed process to inventory new and existing products through software solution. Creating a faster, less error driven process allowing products to be posted online faster or removed if necessary
* Created processes to increase Amazon sales utilizing Seller Fulfilled Prime offered by Amazon
* Built Amazon marketplace listings, boosting sales by 200% in three months
* Designed and maintained marketing campaigns that boosted viewership, drew in new traffic, and led to largest sales figures in company’s 10-year history
* Worked with clients to ensure they received the highest level of customer service leading to higher sales
* Developed core values and determined individual responsibilities of employees to strengthen skills, increase efficiency, and maintain elevated level of individual ownership among employees

**Denver, CO** **Colas US (Colas ISS)**

## Nov. 2014 – May 2016 **Business Analyst - OnBase**

* Advised companies on how to optimize their business processes through the proper use of technologies
* Developed custom applications to streamline daily business practices
* Trained employees in CRM software for document management and approval auditing
* Created HR CRM platform to house all employee data, created strict security to limit employees access
* Built workflow for construction contract change orders that allowed businesses to quickly approve and begin work by creating an approval process that allowed management to view all details in one location
* Managed and executed updates for CRM and SQL servers to ensure that SLA was met
* Worked with team to plan and design new features within our CRM software
* Travelled to multiple locations to train on site staff, and discuss product development
* Selected to run project to implement and develop CRM software for all subsidiaries in Canada

**Hunt Valley, MD** **Tier One Technology Partners**

## June 2013 – June 2014 **IT Consultant**

* Represented company as the Primary engineer for 1000+ user environments including health care facilities, regional construction companies, and publicly traded medical device manufacturer
* Managed four 150+ user environments simultaneously as Primary Engineer, supervised team of four
* Provided day to day server administration, networking support, and project development
* Configured and maintained servers, technology equipment, updated software and firmware
* Coordinated and implemented exchange migration to hosted exchange for 500+ mailbox environment
* Worked with clients to determine needs, seek out projects and implement five-year technology plans
* Fully restored multiple virtual servers from backups after hardware failures, found and repaired hardware
* Implemented new hosted environment for a multi-location healthcare provider

**Lakewood, CO**  **Bradley Consulting Group**

## Nov. 2011 – April 2013 **IT Engineer**

* Managed office of 25+ employees with server updates, help desk tasks, computer builds
* Created virtual hard disk to provision new machines for incoming employees in under two hours
* Built and maintained process for encrypting machines to secure data and remain within compliance
* Provided after hours support including nights and weekends during tax season
* Researched, tested and implemented a device management solution for computers, tablets and phones
* Implemented multiple IT processes to increase productivity including digital signing software, remote management to clients and support ticketing system.

**CERTIFICATION:** Onbase System Administrator Level 1