

# Rene Allen Garcia

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## WORK EXPERIENCE

### Tr4in Right College

Melbourne, VIC

*Systems Analyst*

*Apr 2023 - Present*

- Led a digital transformation initiative by migrating the institution's manual course delivery system to Moodle LMS, streamlining operational workflows and reducing paper-based processes. This project improved service delivery speed and boosted operational efficiency by 30%.
- Facilitated stakeholder workshops to gather and translate business and functional requirements into user stories using Jira and Confluence, to support Agile delivery and system integration.
- Collaborated between internal teams, end users, and external IT vendors to execute user acceptance testing, ensuring system functionality met business needs and reducing pre-launch issues by 15%.
- Delivered technical support and training to 150+ users, leveraging ITIL practices to troubleshoot and resolve issues efficiently; created user guides and technical documentation to support onboarding.
- Extracted and cleaned data using Excel, created Power BI dashboards, and presented insights to executives, improving resource allocation and increasing student enrolment by 25%.

### Doing Good Rewards

Melbourne, VIC

*Business Systems Analyst Intern*

*Sep 2024 - Dec 2024*

- Gathered and documented business and system requirements from stakeholders, using Jira for user stories and Confluence, aligning technical solutions and reducing project delivery time by 20%.
- Designed process models and system diagrams in Lucidchart and Figma, optimizing workflows and collaborating with developers on UI/UX improvements in an Agile environment.
- Conducted data analysis on user engagement trends to support feature prioritization and presented findings that improved product decision-making.

### American Express Inc.

Manila, Philippines

*Business Account Manager*

*Aug 2018 - Jan 2023*

- Managed a portfolio of over 1,000 business clients, providing data-driven support and tailored account strategies to enhance customer satisfaction and retention.
- Analyzed customer and transaction data using internal CRM systems to identify trends and develop strategies that increased revenue by 20% and boosted client account growth by 15%.
- Partnered with business and IT teams to gather reporting requirements, ensure data accuracy, and optimize Salesforce workflows, improving efficiency and supporting system enhancements.

### JP Morgan Chase Bank

Manila, Philippines

*Senior Analyst*

*Feb 2014 - Jul 2018*

- Generated and presented KPI reports for senior managers to identify performance gaps and inefficiencies, leading to a 15% improvement in operational processes.
- Transformed data into actionable insights and visualizations, driving a 20% reduction in operational expenses and improving cost efficiency.
- Developed user guides and delivered onboarding training for 30+ new hires, enhancing team productivity and accelerating knowledge transfer.

## SKILLS

**Business & Data Analysis:** Requirements Gathering, Business Process Mapping & Optimization, Stakeholder Engagement, Change Management, Process Modeling, System Integration, User Stories, User Acceptance Testing (UAT), Data Cleaning, Data Analysis, Data Visualization, Technical Documentation, SDLC

**Tools:** Jira, Confluence, Microsoft Excel, Power BI, Tableau, Microsoft Teams, Microsoft 365, GitHub, Salesforce, CRM Systems, LMS, Lucidchart, Visio

**Technical Skills:** Python, JavaScript, MySQL, HTML5, CSS3, RESTful APIs, JSON, Bash, PowerShell, Amazon Web Services (AWS), Microsoft Azure

## EDUCATION

Torrens University Australia

Master's in Business Information Systems | GPA: 6.5 / 7.0

Melbourne, VIC

Graduation Date: Dec 2024

## CERTIFICATIONS

Entry Certificate in Business Analysis (ECBA) | International Institute of Business Analysis (IIBA)

AWS Certified Cloud Practitioner | Amazon Web Services (AWS)

Certified in Cybersecurity (CC) | ISC2

Oracle Cloud Data Management Foundations Associate | Oracle

Oracle Cloud Infrastructure Foundations Associate | Oracle

## PROJECTS

Allen the Analyst Portfolio Website

Melbourne, VIC

[allentheanalyst.com](http://allentheanalyst.com)

Designed and developed a personal portfolio website using React, JavaScript, HTML, and Tailwind CSS to showcase projects in Business Analysis, Data Analysis, and Software Development.

- **Business Analysis:** Conducted system analysis and redesigned the UI/UX for a DGR web app, coordinated UAT activities for an LMS migration, and supported feature development in a capstone project.
- **Data Analysis:** Built a sales dashboard using SQL and Power BI, performed exploratory data analysis in Python (Pandas), and cleaned housing data with SQL.
- **Software Development:** Created a task tracker web app with Python and Flask, a crypto price tracker using React and APIs, and a responsive landing page with React and Vite.

## REFERENCES

Available upon request.