

John P. Twist MBA, PMP, CSSBB

PROJECT MANAGEMENT & BUSINESS ANALYSIS EXPERT

Leading with Purpose | Process Improvement Fanatic | Driving Impact Through Insight

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PROFESSIONAL SUMMARY

After taking time away from work to care for my special needs' daughter full-time, I am now seeking the next opportunity to learn and grow. I am an accomplished IT expert with over 20 years of multifaceted experience across diverse industries, specializing in Project Management, Business Strategy, Business Intelligence, and Operational Excellence.

CORE COMPETENCIES & SKILLS

Business Analysis: Requirements Gathering, Root Cause Analysis, UAT, Automation, Wireframes, JIRA, Confluence, Trello, Business Case Development, RACI, SWOT

Project Management: Scope Design, Project Delivery, Risk Management, Change Management, Financial Forecasting, Project Baselineing

Business Intelligence: Data Migration, Data Architecture, Report Building, Dashboard Development, MicroStrategy, Hadoop, Advanced Statistical Modeling

Process Improvement: Operational Excellence, Process Mapping, Engineering & Management, Stakeholder Engagement, System Mapping, Data Mining

IT Leadership: Strategic Planning, Product Management, Cloud Migration, Compliance & Regulatory Adherence, Vendor Management, Contract Management, Negotiations

Technical Skills: AWS, Salesforce Admin & Development, Tableau, MySQL, SQLite 3, Python 3, MS Office, Project & Visio, Linux, Docker, Web Design

PROFESSIONAL EXPERIENCE

FirstBank

October 2022 – May 2023

Senior Analyst – IT Project Portfolio Management

- Owned responsibilities for successfully implementing strategic enhancements outlined.
- Leveraged BI tools, Tableau, EazyBI, and Power BI to uncover actionable insights.
- Created and presented complex reports for C-suite leadership.

Kaiser Permanente

July 2021 – July 2022

Senior Process Architect – IT Risk Management

- Formalize process alignment and operational capability between IT and risk management organizations supporting medical device technologies.
- Designed security framework and evaluated organizational process efficacy.
- Defined and implemented process and system changes across numerous platforms.
- Using data from various sources to identify potential risks and develop remediation plans.

CoBank

February 2020 – September 2021

Technical Analyst – FP&A Reporting Analytics

- Completed a successful program launch of Enterprise Data Reporting Solution.
- Captured data elements, data architecture, and integration of disparate data sources.
- Ensuring regulatory compliance in data reporting.
- Identify and articulate business requirements for translation to a logical data model.
- Mentor other technical staff members.
- Integrated technical specifications development via dashboard.

PROFESSIONAL EXPERIENCE (CONTINUED)

Liberati Brewing

March 2018 – Feb 2020

Chief Information Officer

- Directed IT projects, implemented technology to streamline operations, and analyzed costs to identify improvement opportunities.
- Provided oversight of all IT infrastructure, including networks and security, to ensure optimal performance.
- Developed and implemented comprehensive IT strategies to align with business objectives, leveraging innovative technologies to drive efficiency and cost savings.
- Selected and implemented suitable technology to streamline all internal operations, optimizing business processes and providing other strategic benefits.
- Developed back-end automation and integration of inventory forecasting to ordering.
- Developed iPad native app for tracking/monitoring SOPs with reporting features.

Galvanize

February 2019 – July 2019

Director of Information Technology

- Implemented cloud-based systems to improve scalability, reliability, cost savings, and customer experience.
- Developed and implemented IT security protocols to protect data integrity, confidentiality, and availability of company information.
- Owned system performance metrics (uptime and downtime statistics, response times) to ensure optimal functioning of all systems.
- Created policies and procedures related to data access control, system usage guidelines, asset management, software licensing agreements.
- Identified opportunities for automation of manual processes resulting in an 8% reduction in operating costs.
- Managed budget for IT, Engineering, and the PMO, and created strategic roadmaps for systems and reporting.

Empower Retirement

August 2016 – March 2018

Director of Strategy & Implementation

- Owned all telecom, IVR, systems integration and operational excellence initiatives, developing the near and long-term strategy for a 3,000-person call center group.
- Responsible for people, process, and technology for a 21,000/day call volume service center.
- Manage local and remote direct reports – business analysts, senior analysts, operational excellence managers.
- Reduced Op Ex budget by 11% annually through operational excellence projects.
- Completed organizational process maps of current and future state.

Charter Communications

January 2015 – May 2016

Wi-Fi Product / Senior Analyst

- Developed reporting roadmap, business cases, and managed relationships with vendors and partners.
- Maintained a repository of business rules, user stories, use cases, flowcharts, and other documents related to current systems.
- Develop acceptance criteria, PAT and UAT test scripts, and the deployment playbook for national product launch.
- Partnered with sales teams and training resulting in monthly attach rates increase of 30%.

EDUCATION

Master of Business Administration

2012-2014

Colorado State University

Bachelor of Science in Business Administration

2009-2012

Colorado Technical University

MILITARY SERVICE

United States Air Force

December 1998 – December 2004

AFSC - Meteorological Navigation Systems

Honorable Discharge