

Jonathan Dikteruk

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Objective:

Analytical and process-oriented individual with six years of hands-on experience interpreting and analyzing data to drive successful business solutions. Adept in evaluating incoming data to find patterns, predictable behavior and inconsistencies in search of information to support operational decision-making. Proven success in research, quantitative and qualitative analysis, client needs assessment, feasibility studies, process improvement, training, and root cause analyses.

Education:

- **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, May 2021**
 - 24-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training
- **DeVry University, Bachelor of Science in Business Administration, Indianapolis, IN, June 2013**
 - 83 hours complete

Competencies & Functional Skills:

Problem solving, critical thinking, creativity, visual communication, troubleshooting, customer service, public speaking, organization, Agile methodology, portfolio development, addressing and resolving business challenges, relay technical information to non-technical persons

Technical Skills:

Languages: C#, ASP.NET, API development, HTTP methods, MVC, pair programming, VBA, command-line
CI/CD: Agile, Scrum, Git
Testing Tools: Unit Testing
Databases: SQL Server, Oracle, Teradata, relational databases
Web Technologies: HTML, CSS, APIs

Professional Experience:

Indiana State Auditor, Application Analyst, Data Center Operations Manager, July 2018 – September 2020

Assumed accountability for overseeing all operational aspects of the data center, which included managing staff, maintaining data /related infrastructure, and etc. Developed PeopleSoft queries and designed joint-creating tool to track payroll entries, calculate PTO adjustments, and create files for loading data into payroll system. Ensured seamless delivery of Indiana payroll, child support, and vendor payments.

- Acknowledged for saving 22 man-hours per month by automating ETRC processing.
- Leveraged superior leadership traits, whilst supervising both on-site and remote team during civil unrest summer 2020.
- Recognized for reducing processing errors, fostering accountability, and improving audit tools.
- Improved skills of staff members through cross-training and mentoring.

Freedom Mortgage, Business Analyst, February 2017 – March 2018

Identified weak areas within the business by evaluating processes and accordingly designed solutions for immediate resolutions and to drive further improvement. Performed ongoing assessments of business processes and devised optimization strategies.

- Saved 50 hours per 2-week of processing time and reduced calculation errors, data integrity mistakes by improving and utilizing commission audit tools.
- Accomplished in saving 14 hours of time by developing cross-application tool and supporting the electronic distribution of sales contracts.

Anthem, Inc., Financial Systems Analyst, July 2013 – March 2016

Tasked with handling all aspects related to finance and broker commission payments from multiple data sources across various business lines and regions.

- Successfully reduced response times to brokers and improved accuracy in corrective adjustments by building and deploying an analysis tool, accumulating up to 12 months broker commission payments.