

# Ricardo Cantu

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## SUMMARY

Application analyst and technical lead with 10 years supporting **higher education ERP platforms, Banner Student, Student Information Systems, custom applications**, web services, integrations, and production operations. Leads research, solution architecture, application development, testing, deployment, maintenance, documentation, upgrades, and incident response across complex student system environments. Hands on work includes Java, SQL, PL/SQL, Oracle, Linux, Tomcat, Git, IDE tools, JavaScript, HTML, CSS, APIs, and ReactJS exposure. Translates student services needs into maintainable solutions, analyzes legacy code, improves integration reliability, and recommends practical architecture changes. Provides direction for analysts and programmers, mentors developers, trains functional users, and coordinates security, system administration, vendors, and application teams. Brings calm judgment during production issues and a clear focus on reliable services, useful documentation, and positive student experiences.

## EXPERIENCE

### Lead Application Analyst, Higher Education ERP

February 2023 - Present

Southeastern Academic Technology Services

Atlanta, GA

Leads Banner connected applications, **web services**, integrations, upgrades, and production services. Directs analysts and programmers through architecture, development, testing, documentation, release planning, and emergency support. Partners with functional teams, security, system administration, and vendors to protect reliable student services.

- Led Banner **integrations** through upgrade planning, testing, and production release coordination.
- Reviewed Java and **PL/SQL** designs against Oracle structures, improving service maintainability.
- Mapped interface dependencies with **functional teams**, clarifying deployment risks before releases.
- Diagnosed Linux and Tomcat incidents through logs, **database queries**, and targeted fixes.
- Mentored developers through Git reviews, workshops, documentation, and **deployment automation** practices.
- Coordinated analysts and programmers across coding, testing, documentation, installation, and support.

### Senior Application Developer, Student Systems

August 2020 - January 2023

Metro College Systems Consortium

Decatur, GA

Developed **ERP integrations** and custom student applications supporting registration, records, advising, and administrative workflows. Combined Java services, APIs, Oracle data, source control, testing, and upgrade support while partnering with functional users, security staff, system administrators, and vendors.

- Built Java APIs with Oracle SQL and PL/SQL, giving registration workflows clearer interfaces.
- Analyzed legacy code and recurring defects, then proposed focused redesigns for **service boundaries**.
- Tested Banner customizations during **upgrades**, catching interface issues before coordinated releases.
- Resolved access and data incidents with security staff, administrators, and **functional users**.
- Delivered **debugging** and **deployment** training that helped analysts solve routine issues independently.
- Coordinated Git changes across development and test instances, improving release visibility.

### Application Analyst II, ERP Integrations

June 2018 - July 2020

CampusBridge Software Solutions

Alpharetta, GA

Supported higher education ERP implementations through requirements analysis, application changes, database logic, interface mapping, testing, and production diagnosis. Coordinated client and vendor decisions around integration dependencies, release timing, environment readiness, and dependable student data processing.

- Converted student services requirements into application changes, mappings, queries, and validated tests.
- Created SQL and PL/SQL routines for **student data processing** and reporting workflows.
- Maintained **Java** web components with HTML, CSS, **JavaScript**, and API integrations.
- Investigated production defects through **Oracle** queries, application logs, and Tomcat diagnostics.
- Coordinated vendor discussions around interface dependencies, **release timing**, and **environment readiness**.
- Introduced repeatable Git branching and IDE review steps for controlled delivery.

### Junior Application Developer, Student Services

June 2016 - May 2018

North Georgia Learning Technologies

Duluth, GA

Developed supervised enhancements for student services applications using Java, SQL, Oracle, web technologies, Linux, Tomcat, IDE tools, and Git. Translated requirements into reviewed changes, tested interfaces, documented fixes, and supported routine deployment and knowledge transfer.

- Developed supervised Java enhancements for student **services** applications with senior review.
- Converted business requirements into database queries and program changes for approval.
- Tested interfaces and application updates, verifying fixes against documented acceptance needs.
- Maintained **HTML**, **CSS**, and **JavaScript** components while learning API **integration** patterns.
- Used **Linux**, **Tomcat**, **IDE tools**, and **Git** for controlled deployment and diagnosis.
- Created support notes and technical walkthroughs that strengthened team **knowledge transfer**.

PROJECTS

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Banner Integration Reliability Initiative 📅 2023

Improved reliability across Banner connected services by documenting interfaces, deployment dependencies, diagnostic paths, and release checkpoints. Coordinated technical reviews with functional teams and production support partners.

Student Services API Modernization 📅 2022

Reworked selected Java and Oracle service integrations with clearer contracts, targeted testing, and practical documentation. Supported registration and advising workflows through more maintainable application boundaries.

LEADERSHIP & AWARDS

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- Technical Leadership Recognition, Southeastern Academic Technology Services, 2025
- Outstanding ERP Support Contribution, Metro College Systems Consortium, 2022
- Peer Mentor Recognition for Developer Training, 2021

EDUCATION

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Bachelor's Degree in Computer Information Systems

2016

Kennesaw State University GPA: 3.5

Kennesaw, GA

*Coursework: Database systems, software development, systems analysis, web application development*

CERTIFICATIONS

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- Oracle Database SQL Certified Associate 📅 2019
- GitHub Foundations 📅 2024

TECHNICAL SKILLS

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- **ERP Platforms:** Banner Student, Oracle ERP, Student Information Systems
- **Programming Languages:** Java, JavaScript, SQL, PL/SQL
- **Web Technologies:** HTML, CSS, ReactJS
- **Database Systems:** Oracle Database, SQL, PL/SQL
- **Integration Services:** APIs, web services, interface contracts
- **Operating Systems:** Linux, Unix shell, server administration
- **Application Servers:** Tomcat, Java web services, deployment environments
- **Source Control:** Git, GitHub, branching workflows
- **Development Tools:** IDE tools, code review, debugging
- **Delivery Methods:** Testing, deployment, documentation
- **Support Operations:** Production support, incident response, issue tracking
- **Architecture Practices:** Solution architecture, code analysis, service design

SKILLS

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|-------------------------------|----------|----------|--------------|
| • Student Information Systems | • APIs   | • Oracle | • ReactJS    |
| • Banner Student              | • Java   | • Linux  | • JavaScript |
| • ERP                         | • SQL    | • Tomcat | • HTML       |
| • Solution Architecture       | • PL/SQL | • Git    |              |

PROFESSIONAL AFFILIATIONS

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- Higher education application services community participant, focused on Banner and ERP support.

- Oracle developer community participant, sharing SQL, PL/SQL, troubleshooting, and database practices.

**LANGUAGES**

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- English (Native)
- Spanish (Proficient)

**ADDITIONAL INFORMATION**

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**Work Status** : Authorized to work in United States. No sponsorship required.

**REFERENCES**

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AVAILABLE ON REQUEST