

Lena Shields

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SUMMARY

Business systems analyst with four years of higher education experience supporting **curriculum technologies**, academic catalog operations, **student information systems**, and degree audit readiness. Configures course and program structures, validates data, interprets academic policy, and translates approved requirements into maintainable system logic. Reconciles PeopleSoft, catalog, prerequisite, and degree audit information through structured analysis, clear documentation, and careful stakeholder coordination. Supports faculty and staff through training, responsive issue resolution, workflow guidance, and accessible online resources. Leads functional workstreams with registrar, academic affairs, information technology, assessment, and online learning partners. Brings practical knowledge of relational databases, **client server concepts**, process improvement, and **independent task execution**. Focus remains on accurate academic information, dependable service, consistent policy application, and smoother planning operations.

EXPERIENCE

Business Systems Analyst, Curriculum Technologies January 2024 - Present
Lakeshore State College *Madison, WI*

Supports curriculum technologies, **academic catalog** operations, student information systems, and degree audit preparation. Leads functional analysis, configuration, data validation, stakeholder training, issue resolution, and cross functional delivery across academic administration.

- Configured curriculum structures across catalog systems, validating approved records before publication and degree audit use.
- Traced PeopleSoft conflicts across course, prerequisite, and program data, coordinating durable corrections with stakeholders.
- Translated approved academic requirements into programmable **degree audit** logic, documenting exceptions for academic review.
- Delivered **faculty training** on curriculum workflows and system issues, refreshing reference materials as processes changed.
- Led registrar, academic affairs, **information technology**, assessment, and **online learning** workstreams for consistent curriculum data.
- Analyzed support trends and **user feedback**, improving workflows and documentation before major academic deadlines.

Curriculum Systems Coordinator, Academic Operations June 2022 - December 2023
Prairie View Technical College *Sun Prairie, WI*

Managed curriculum change processing, catalog maintenance, faculty workflow support, data reconciliation, online guidance, and issue documentation. Connected **academic** procedures with student information records while improving readiness for publication and catalog deadlines.

- Processed approved course and program changes, applying institutional standards before published catalog updates.
- Guided faculty through curriculum review cycles, clarifying incomplete submissions and routing requirements.
- Reconciled curriculum records with student information data and prerequisites, escalating defects with clear examples.
- Maintained web based curriculum guidance and training content, giving departments current procedural reference material.
- Resolved routine and complex curriculum technology questions, documenting solutions for repeatable **customer support**.
- Reviewed spreadsheets and system reports, identifying **data** quality patterns before major catalog deadlines.

PROJECTS

Degree Audit Readiness 📅 2024
Translated approved program requirements into clear structures for degree audit preparation, connecting prerequisites, catalog records, and student information data.

Curriculum Catalog Alignment 📅 2023
Reconciled course and program records across curriculum platforms and published guidance, improving consistency before academic catalog updates.

LEADERSHIP & AWARDS

- Recognized by academic partners for dependable curriculum data analysis and practical issue resolution.
- Selected to lead functional workstreams connecting registrar, academic affairs, information technology, assessment, and online learning.
- Entrusted with faculty training and reference content for evolving curriculum workflows and system procedures.

EDUCATION

Bachelor's Degree in Information Systems 2022
University of Wisconsin Whitewater GPA: 4.0 *Whitewater, WI*
Coursework: Systems analysis, database management, business process analysis, information technology project management

CERTIFICATIONS

- Microsoft Learn Power Platform Fundamentals 📅 2025
- Higher Education Curriculum Systems Training 📅 2024

TECHNICAL SKILLS

- **Curriculum Platforms:** Curriculum management systems, academic catalog systems, degree audit systems
- **Student Information Systems:** PeopleSoft, student information systems, student records
- **Database Concepts:** Relational databases, data validation, source record analysis
- **Client Server Systems:** Client server concepts, system access, application support
- **Academic Data:** Course data, program data, prerequisite data
- **Workflow Configuration:** System configuration, curriculum workflows, approval routing
- **Requirements Analysis:** Requirements analysis, policy interpretation, exception documentation
- **Reporting Tools:** Spreadsheets, system reports, data quality reviews
- **Documentation Systems:** Online guidance, training resources, process documentation
- **Communication Tools:** Faculty training, staff training, customer support
- **Project Coordination:** Functional workstreams, cross functional projects, stakeholder coordination
- **Higher Education Operations:** Academic policies, catalog operations, degree audit readiness

SKILLS

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|-----------------------------|-------------------------------|--------------------------|-----------------------|
| • Business Systems Analysis | • PeopleSoft | • Relational Databases | • Data Validation |
| • Curriculum Management | • Student Information Systems | • Client Server Concepts | • Process Improvement |
| • Academic Catalogs | • Higher Education | • Requirements Analysis | • Faculty Training |
| • Degree Audit | • Curriculum Policy | • System Configuration | |

PROFESSIONAL AFFILIATIONS

- Higher education systems practice focused on accurate academic information and reliable student planning support.
- Academic operations collaboration across registrar, faculty, information technology, assessment, and departmental teams.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST