

# Sebastian Marshall

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## SUMMARY

Data and **system integration** support manager with 8 years of post bachelor's experience across revenue operations, enterprise systems, reporting, and analyst leadership. Leads **professional staff** through workload planning, mentoring, **performance management**, scheduling, and operational issue resolution. Maintains dependable data flows across SAP S4, MiMITS, **NICE CXone**, receivables processes, offset workflows, contact center operations, and recurring reporting environments. Coordinates system changes, queries, integrations, testing, controls, and production support while protecting sensitive financial information. Balances daily processing needs with longer range planning, statutory obligations, and service continuity. Brings practical experience improving reconciliation, documenting corrective actions, monitoring internal controls, and guiding analysts through technical and process decisions.

## EXPERIENCE

### Data and Systems Support Manager

January 2023 - Present

Great Lakes Fiscal Solutions

*Madison, WI*

Leads a seven person analyst team supporting revenue operations, recurring reporting, receivables workflows, SAP S4, and integrated business systems. Owns daily service stability, staff planning, control monitoring, enhancement coordination, and sensitive data handling.

- Led seven analysts across revenue reporting, **receivables** workflows, and integrated systems supporting daily collection operations.
- Established control checks for scheduled queries and transfers, confirming reports completed before downstream processing windows.
- Coordinated **SAP S4 enhancements** with finance and application teams, preserving reconciliation and approval controls.
- Directed coaching, leave **scheduling**, performance planning, and **workload distribution** across production and enhancement priorities.
- Reviewed failed interfaces and recurring issues, documenting root causes and corrective actions for improved continuity.
- Aligned access reviews, documentation, and controls with handling requirements for **Federal Tax Information**.

### Senior Systems Integration Analyst

July 2020 - December 2022

Midwest Receivables Network

*Milwaukee, WI*

Owned daily monitoring for interconnected receivables, payment, refund offset, payroll offset, customer contact, and reporting processes. Served as an escalation resource for analysts, supported SAP S4 changes, and guided testing, reconciliation, and issue resolution.

- Monitored exchanges connecting **receivables**, payment, refund offset, and customer contact applications each business day.
- Built reconciliation **queries** comparing source transactions with downstream records before finance close activities.
- Supported **SAP S4** interfaces and release testing for collections and accounts receivable configuration changes.
- Partnered with contact center administrators to maintain customer data flows and **NICE CXone** reporting.
- Resolved delayed files, incomplete batches, and **reporting** discrepancies through documented investigation paths.
- Mentored analysts on query validation, change controls, incident documentation, and stakeholder communication.

### Systems and Reporting Analyst

June 2018 - June 2020

Prairie State Financial Operations

*Rockford, IL*

Supported recurring financial reporting, operational queries, file validation, application testing, and exception analysis for receivables and collection teams. Built practical knowledge of access controls, audit evidence, change management, and regulated financial data handling.

- Supported **recurring reports** and operational queries for teams processing high volume customer account activity.
- Validated inbound and outbound files against control totals before dependent processing continued.
- Maintained query schedules, reporting documentation, and procedures during staff rotations and coverage changes.
- Tested application enhancements in controlled environments, recording expected results and production defects.
- Produced exception reports identifying unresolved balances, offset activity, and records requiring manual review.
- Developed audit evidence practices covering access controls, data handling, and change management.

### Junior Business Systems Analyst

October 2016 - May 2018

Lakeshore Account Services

*Green Bay, WI*

Monitored scheduled reports and extracts for receivables teams while building foundational experience in queries, reconciliation, testing, documentation, and **internal controls**. Supported senior analysts with data investigations and evidence preparation for financial operations.

- Monitored scheduled reports and extracts supporting **receivables** teams, escalating incomplete processing through procedures.
- Refined operational queries used to research account activity and reconcile transaction totals.
- Prepared test cases for customer record and financial workflow updates, documenting results for senior analysts.
- Maintained process documentation and reporting inventories during recurring assignment transitions.

- Traced discrepancies across source files, application screens, and reporting outputs for resolution.
- Organized access records, checklists, and change documentation for periodic internal control reviews.

PROJECTS

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Revenue Data Flow Control Review 📅 2024

Partnered with finance and operations colleagues to review recurring transfers, clarify ownership, and strengthen checks supporting dependable revenue reporting.

Contact Center Reporting Continuity 📅 2022

Worked with contact center administrators to trace customer data across applications, resolve reporting gaps, and document support steps for shared use.

LEADERSHIP & AWARDS

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- Recognized by finance leadership for dependable SAP S4 change coordination and controlled production support.
- Selected as a mentoring resource for analysts learning reconciliation queries, incident documentation, and change controls.
- Received team recognition for improving documentation and continuity during recurring reporting coverage changes.

EDUCATION

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Bachelor's Degree in Management Information Systems

2016

University of Wisconsin Oshkosh GPA: 3.5

Oshkosh, WI

*Coursework: Systems analysis, database management, business process analysis, information systems management*

CERTIFICATIONS

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- ITIL 4 Foundation 📅 2022
- IRS Publication 1075 Awareness 📅 2024

TECHNICAL SKILLS

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- **Enterprise Systems:** SAP S4, MiMITS, NICE CXone
- **Reporting Tools:** Operational reporting, recurring reports, exception reports
- **Query Development:** Reporting queries, reconciliation queries, data validation
- **Integration Support:** System integrations, data exchanges, scheduled transfers
- **Revenue Operations:** Revenue collection, receivables, payment processing
- **Offset Processing:** Tax refund offsets, payroll offsets, offset reconciliation
- **Contact Center Systems:** NICE CXone, customer account flows, contact center reporting
- **Controls and Compliance:** Internal controls, Federal Tax Information, IRS Publication 1075
- **Service Management:** ITIL 4, incident documentation, operational continuity
- **Change Delivery:** Change management, release testing, system enhancements
- **People Management:** Performance management, workload distribution, leave scheduling
- **Data Quality:** Control totals, reconciliation, exception analysis

SKILLS

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|--------------------------|-------------------------|-----------------------|-----------------------------|
| • Staff supervision      | • System support        | • Internal controls   | • Data flows                |
| • Workload planning      | • Operational reporting | • Change management   | • Contact center operations |
| • Performance management | • Revenue collection    | • Process improvement | • Offset processes          |
| • Data integration       | • Receivables           | • Mentoring           |                             |

PROFESSIONAL AFFILIATIONS

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- ITIL community participant, sharing practical service management habits around incident handling and operational continuity.
- Information systems professional network member, exchanging ideas on reporting controls, integration support, and analyst development.

LANGUAGES

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- English (Native)
- Spanish (Intermediate)

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