

Samuel Norris

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SUMMARY

Technology and **data systems** analyst with supervised academic experience supporting relational databases, legacy style systems, reporting, audits, program evaluation, and **staff technology processes**. Built a prototype containing more than 12,000 synthetic program records, tested validation queries, reviewed reporting dependencies, and documented migration risks. Research work connected **data collection**, quality checks, application inventories, equipment coordination, onboarding, offboarding, and recurring management reports. Clear documentation helped reviewers trace changes and assess system continuity during modernization planning. Comfortable researching **program operations**, translating questions into measurable data requirements, testing outputs, and explaining technical findings to technical and nontechnical audiences. Brings patience, initiative, sound judgment, and a service focused approach that can support dependable public programs and practical technology decisions.

EDUCATION

Bachelor's Degree in Information Systems
Grand Valley State University GPA: 0
Coursework: Data systems, database management, program analysis, information technology auditing

2026
Grand Rapids, MI

TECHNICAL SKILLS

- **Database Systems:** Relational databases, SQL queries, normalized schemas
- **Data Analysis:** Microsoft Excel, data validation, trend analysis
- **Reporting Tools:** Operational reports, recurring reports, source notes
- **Audit Practices:** Audit checklists, change review, access review
- **Program Evaluation:** Quality measures, outcome analysis, effectiveness review
- **Legacy Systems:** Legacy databases, continuity planning, system documentation
- **Data Governance:** Data dictionaries, field definitions, source mappings
- **Technology Support:** Application support, troubleshooting, user guidance
- **Hardware Coordination:** Equipment tracking, hardware assignments, inventory control
- **Software Coordination:** Application access, software requirements, license tracking
- **Staff Technology Processes:** Onboarding, offboarding, account setup
- **Research Methods:** Program research, structured analysis, independent judgment

SKILLS

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|------------------------|-------------------|-------------------------|---------------------------|
| • Program Analysis | • Data Collection | • Program Evaluation | • Technical Documentation |
| • Data Systems | • Reporting | • Application Support | • User Training |
| • Legacy Systems | • Data Quality | • Hardware Coordination | • Research |
| • Relational Databases | • Auditing | • Software Coordination | |

EXPERIENCE

Departmental Analyst Capstone Student
Capstone Project

January 2026 - May 2026
Grand Rapids, MI

Supported a supervised modernization assessment for a simulated public service database, covering data structures, reporting, **audits**, migration risks, program measures, and stakeholder communication.

- Mapped database tables, **reporting** dependencies, and user needs for a simulated public service modernization assessment.
- Built relational prototype with 12,000 synthetic records and validation queries for duplicate and completeness checks.
- Produced recurring reports that tested measures for **program quality**, workload, and service outcomes.
- Created audit checklist covering data changes, access requests, and report revisions for traceable system review.
- Drafted phased **modernization** recommendation preserving legacy reporting while introducing clearer definitions and maintainable documentation.
- Presented testing results and implementation tradeoffs to faculty reviewers serving as program and IT stakeholders.

Student Data Systems Researcher
University Research Lab

September 2025 - December 2025
Grand Rapids, MI

Conducted supervised research on legacy style databases and reporting workflows, linking data relationships, quality controls, staff guidance, technology inventories, and dependable public administration.

- Evaluated database relationships needed for reliable longitudinal reporting in a faculty supervised research simulation.

- Created **data dictionaries** and **source mappings** connecting collected fields with audits and recurring management reports.
- Tested schema changes in a controlled lab environment and identified effects on reporting outputs.
- Developed staff guide covering data entry, queries, troubleshooting, and escalation points for common scenarios.
- Maintained simulated application, hardware, and software inventory supporting **onboarding** and **offboarding** exercises for 25 accounts.
- Summarized research findings linking **data quality**, system maintenance, and **technology** coordination with dependable administration.

Technology Support and Reporting Project Student

January 2025 - April 2025

Course Project

Grand Rapids, MI

Modeled supervised technology support for a small public program, covering user setup, equipment records, application access, data collection, reporting, and records management.

- Modeled **technology** support workflows covering user setup, equipment tracking, application access, and reporting needs.
- Built normalized service and **equipment** database supporting operational queries and program management questions.
- Conducted structured **data quality** checks and documented correction rules for incomplete and inconsistent records.
- Created monthly reporting package with tables, charts, definitions, and source notes for reproducible measures.
- Wrote onboarding and departure checklists connecting access, **hardware** return, **software** needs, and records management.
- Demonstrated system design choices, reporting limits, and modernization options to classmates and faculty.

PROJECTS

Public Service Database Modernization Assessment 📅 2026

A simulated public program database exposed a familiar problem: useful reporting depended on older structures and scattered definitions. Documented current state tables, migration risks, validation findings, and a phased path preserving continuity during modernization.

Technology Support Reporting Model 📅 2025

A small program needed reliable answers from ordinary service and equipment records. Built a normalized model, tested data quality, and created reproducible monthly reporting materials for operational review.

LEADERSHIP & AWARDS

- Dean's List recognition for sustained academic achievement, 2025 to 2026.
- University Capstone Showcase Recognition for applied database modernization analysis, 2026.
- Academic Achievement Scholarship supporting consistent performance from 2024 to 2026.

CERTIFICATIONS

- Google Data Analytics Professional Certificate 📅 2026
- Microsoft Learn Career Essentials in Data Analysis 📅 2025

PROFESSIONAL AFFILIATIONS

- Information Systems Student Peer Mentor, 2025 to 2026, supporting classmates with practical technology coursework.
- Campus Technology Help Desk Volunteer, 2025 to 2026, assisting users with everyday technology questions.
- Student Research Symposium Presenter, 2026, communicating data systems findings to an academic audience.

LANGUAGES

- English (Native) • Spanish (Beginner)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST