



Samuel Norris

Departmental Analyst, Technology and Data Systems

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STRENGTHS

- 🔍 **Traceable analysis**
Built audit checklists and source mappings so reviewers could follow each change and trust reported findings.
- 🔧 **Quiet problem solving**
When database outputs conflicted, tested records carefully and found practical correction rules without disrupting project work.
- ♥️ **Clear documentation**
Created guides, definitions, and source notes that gave staff a steadier path through unfamiliar systems.
- 👥 **Service minded support**
Helped connect onboarding, equipment, access, and reporting steps, giving routine technology work a calmer structure.
- ⚙️ **Thoughtful modernization**
Protected useful legacy reporting while recommending cleaner definitions and documentation for future system improvements.

SKILLS

Program Analysis Data Systems

Legacy Systems

Relational Databases

Data Collection Reporting

Data Quality Auditing

Program Evaluation

Application Support

Hardware Coordination

Software Coordination

Technical Documentation

User Training Research

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 📅 2026 📍 Grand Rapids, MI

Coursework: *Data systems, database management, program analysis, information technology auditing*

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

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.

LANGUAGES

English Native

Spanish Beginner

MY CAREER



- Departmental Analyst Capstone Student at Capstone Project (4 Months)
- Student Data Systems Researcher at University Research Lab (3 Months)
- Technology Support and Reporting Project Student at Course Project (3 Months)

- 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

Course Project 📅 January 2025 - April 2025 📍 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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST