

Shane T. Ferrell

Philadelphia | PA | 19121 | 484-522-7601

EDUCATION

Temple University – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: January 2024

Major: Management Information Systems; Minor in Business Analytics

GPA: 3.68

Awards: Dean's List, Fall 2020 – Spring 2021, Fall 2022

ACTIVITIES

Member, Association for Information Systems (AIS)

January 2021 - Present

Member, Temple Veterans Association (TVA)

August 2020 - Present

TECHNOLOGY SKILLS

Web Development: JavaScript, WordPress, Node.js

Data Analysis: Python, SQL, R, Excel, Tableau

Business Analysis: Jira, Confluence, Visio, Blueworks Live

Cloud: GCP, Azure, AWS Certified Cloud Practitioner (Issued Sep 2022)

EXPERIENCE

PHILADELPHIA GAS WORKS (PGW), Philadelphia, PA January 2023 – May 2023, September 2023 -

IT Project Management Intern, Information Services

- Assist project managers with project planning at a non-profit gas utility serving 500,000+ customers.
- Analyze and document 400+ existing and desired features to create an RFP for a multimillion-dollar customer portal project.
- Conduct thorough analysis of Statements of Work (SOWs) and vendor deliverables to guarantee the fulfillment of project requirements.

CENCORA (formerly AmerisourceBergen), Conshohocken, PA

June 2023 - August 2023

Business Analyst Intern, Customer Operations IT

- Utilized Agile and Scrum methodologies to create and refine user stories at a global pharmaceutical distribution and services corporation generating more than \$238 billion in annual revenue.
- Analyzed and documented 700+ end-to-end business processes to expedite the completion of a CRM platform enhancement project.
- Led migration of business requirement documentation to Confluence and created 11 new pages for a customer service platform with hundreds of internal users.

UNITED STATES AIR FORCE, Fort Meade, MD

August 2016 – August 2020

Signals Intelligence Analyst, Air Combat Command

- Served as Senior Watch Officer and led a joint-service team at a national-level intelligence agency.
- Monitored and maintained 300+ mission critical systems and advised agency stakeholders on outage impact, mitigation, and resolution.
- Accelerated the stand-up of a new 24/7 agency watch center by certifying watch floor personnel on new operating procedures weeks ahead of schedule.