

COLBY A. MORRISON

BUSINESS SYSTEMS & OPERATIONS ANALYST

903-413-5001 | MORRISONCOLBY17@GMAIL.COM | NORMAN, OK | LINKEDIN.COM/IN/COLBY17MORRISON

PROFESSIONAL SUMMARY

Business systems and operations analyst with 10+ years supporting complex technology-enabled workflows in regulated, geographically distributed environments. Administers a 2,000+ user platform serving 397 locations, with experience in provisioning, permissions, troubleshooting, data quality, automation, reporting, requirements, rollout planning, documentation, and knowledge management. Translates stakeholder needs into scalable technical and operational solutions.

CORE CAPABILITIES

Business Systems Operations • System Administration & Support • Workflow Automation • Requirements & Implementation • Reporting & Data Quality • Integrations & Governance • Tool Rollout & Adoption • Documentation & Knowledge • Cross-Functional Collaboration

TOOLS & PLATFORMS

Tableau | Microsoft Excel | Power Automate | JIRA | Confluence | SharePoint | Microsoft Teams | AMS | IFS Apps 10 | MCODE | Agile PLM | Articulate 360 | GitHub | Cloudflare Pages

PROFESSIONAL EXPERIENCE

Field Spares Inventory Specialist / Business/Finance Analyst II May 2023-Present
CHANGEIS, INC. — FAA CONTRACTOR

- Administer access, permissions, governance, and escalated support for the Asset Management System, serving more than 2,000 users across 397 locations.
- Translate needs from end users, program leaders, developers, system administrators, technical SMEs, trainers, and field coordinators into requirements, JIRA tickets, implementation plans, and support guidance.
- Trace data across AMS, IFS Apps 10, MCODE, Tableau, and related workflows to resolve mismatches, duplicate records, status conflicts, and integration dependencies.
- Designed and implemented a Power Automate approval workflow for field tool and supply requests, replacing manual routing with a standardized process that improves ownership, visibility, and traceability.
- Build and distribute Tableau and Excel reporting that surfaces adoption gaps, audit exceptions, service trends, and underperforming locations.
- Create SOPs, troubleshooting guidance, process maps, training content, and Confluence/knowledge resources; deliver role-based training two to three times per month.

Warehouse Clerk → Configuration Management Specialist II → Logistics Support Specialist II Aug. 2015-May 2023
CENTURIA CORPORATION — NOAA/NEXRAD SUSTAINMENT SUPPORT

- Coordinated work among program management, engineering, acquisition, logistics, vendors, finance, and field teams, maintaining clear ownership, priorities, dependencies, and follow-through.
- Analyzed workflows and operational data to identify bottlenecks and process gaps; improvements reduced procurement cycle time by 20% and generated more than \$150,000 in annual savings.
- Administered change-control workflows for Engineering Change Orders and Requests in Agile PLM, maintaining data integrity, traceability, permissions, and audit readiness.
- Standardized technical and operational documentation, improving knowledge transfer and consistent handoffs.

Electrical Drafter Feb. 2014-Aug. 2015
TOTAL EQUIPMENT & SERVICE

- Implemented documentation and revision controls that reduced drawing errors by 30% and improved consistency across team handoffs.
- Collaborated with engineers, production personnel, and project stakeholders to clarify requirements and maintain revision accuracy.

SELECTED PROJECTS

NewDayFoster.com: Built and deployed a public resource platform using AI-assisted content workflows, GitHub version control, Cloudflare Pages, analytics, and automated deployment.

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Business Administration University of Maine at Presque Isle Expected Nov. 2026	A.A.S., Computer Drafting and Design ITT Technical Institute March 2010
Selected development: WGU Business Power Skills; Business Data Analytics & Statistics; Project Management	Acquisition & governance: DAU CLC 004, CLC 013, CLC 222 and related training