

# George Burgess

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## Skills

- Storyboards & Wireframes, Usability Testing, User Research, Information Architecture, Interaction Design, User Experience Design, Usability, User Interface Design, Personas, Journey Mapping, Prototyping. Tools : Figma, Sketch, Balamiq

## Programming

- Java, Python, HTML, CSS, JavaScript, AWS, SQL, SQL Server, MongoDB, Git, IBM TM1, PeopleSoft, Workday.

## Experience

### Software Engineer

#### Accenture

02/2015 - Present

### Software Engineer/Migration Analyst

02/2022 - 12/2022

- Assisted in the migration of HTML-based letters and excel-based rules from an old content management system to a new one, troubleshooting issues and assisting with testing and validation
- Reviewed and validated data and content to ensure alignment with delivery expectations, working closely with team members, client engineers, product owners, and Operations team to remove any blockers
- Contributed to the successful upgrade of over 500+ letters, improving communication quality and positively impacting clients and stakeholders

### Technical Support Agent

03/2021 - 11/2021

- Assumed team lead responsibilities and served as a point of contact for clients during periods of team lead absence
- Managed onboarding and offboarding of resources, as well as resolving technical and partner access issues for clients
- Provided technical support through various channels, including chat, email, and phone calls, and successfully resolved issues for agents
- Led and instructed numerous technical enablement sessions for new call agents, effectively onboarding over 400+ resources
- Diagnosed and resolved software and hardware problems, assisted with application and program installations, and configured AWS Connect flow to meet business needs
- Created reports using AWS Quicksight and Lambda functions for data transformation, and collaborated with the client team on resource onboarding and offboarding.

### Informatica Software Developer/ Application Support Specialist

01/2016 - 03/2021

- Provided daily support for financial management applications for clients on a global scale
- Configured and maintained PeopleSoft, Workday, and TM1 business objects, including generating monthly reports and performing regular metadata and security refreshes
- Acted as a primary point of contact for metadata requests and related tasks during US business hours
- Assisted with the resolution of user issues, data fixes, and application integration, as well as planning and coordinating the development of new features
- Contributed to the smooth operation and maintenance of financial management systems, ensuring optimal performance and availability.

### Application Developer

08/2015 - 12/2015

- Collaborated with a team to design and implement the logging, monitoring, and operational support functions of an application
- Conducted research and development on open-source ELK stack to parse log files for integration into a prototype log monitoring application
- Created user-friendly web monitoring tool page layouts, navigation, and system report views to support operations

## Education

### Master of Science

#### Kent State University

Kent, OH, USA

09/2015 - 08/2017

- Major in User Experience Design GPA: 3.7

### Bachelor of Science

#### Tennessee State University

Nashville, TN, USA

08/2010 - 12/2014

- Major in Computer Science GPA : 3.0

## Certifications

- Amazon Web Services (AWS) Certified Cloud Practitioner - Amazon Web Services - 2022