

Jeremy Jessup

ENTERPRISE SYSTEMS | BUSINESS APPLICATIONS | AUTOMATION & MODERNIZATION

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PROFESSIONAL SUMMARY

Enterprise systems analyst with 15+ years across enterprise operations, business systems, and business ownership. Works at the intersection of operations and technology, turning ambiguous, cross-functional problems into better workflows and production-ready solutions. Combines enterprise application ownership, process analysis, automation, integration, SQL and relational data, vendor coordination, testing, and stakeholder communication to carry improvements from discovery through deployment and support.

CORE CAPABILITIES

Enterprise Application Ownership: Business applications, CIS/utility billing, CMMS/Cityworks, Microsoft 365, service management, production support

Business-Process Modernization: Requirements analysis, workflow design, process improvement, stakeholder communication, adoption support

Automation & Integration: Power Apps, Power Automate, SharePoint, SQL, PowerShell, webhooks, APIs, systems integration, data movement

Technical Project Delivery: Vendor coordination, implementations, migrations, UAT/testing, production readiness, troubleshooting

PROFESSIONAL EXPERIENCE

Warren County Water District | Enterprise Systems Analyst

Bowling Green, KY | March 2023 - Present

- Own and improve enterprise applications supporting utility operations, including CIS/utility billing, Cityworks/CMMS, Microsoft 365, service management, GIS-connected workflows, and finance-system data exchange.
- Translate operational requirements into configuration, internal applications, automation, integrations, and data movement; coordinate vendors and stakeholders through migrations, UAT/testing, production readiness, troubleshooting, and adoption.
- Automated high-volume workflows for Sage material uploads, overdue notifications, hydrant flow tests, and contractor work orders, reducing hours of manual work weekly.
- Implemented Cityworks webhooks to manage task statuses beyond Action Manager's native capabilities and partnered with GIS on asset-level links and tool integrations.
- Designed a CSR team scorecard using SQL, Power BI, PowerShell, and Power Automate, eliminating manual updates and giving leaders a repeatable performance view.
- Created WSB Online, a SharePoint intranet with department hubs, HR tools, a dynamic organization chart, digital forms, and employee-engagement workflows.
- Redesigned customer-service call routing using telephony data and workflow mapping; the first measured post-change day showed average wait falling from a 55.8-second pre-change average to 9 seconds with zero abandoned calls, and the workflow remains in production.
- Enhanced ManageEngine ServiceDesk with automated tagging, categorized templates, and Cityworks-integrated routing.

Jessup Powerwashing, LLC | Owner / Operator

Bowling Green, KY | July 2018 - March 2023

- Owned end-to-end operations for a roof and exterior cleaning business, including customer service, scheduling, field coordination, and service delivery.
- Designed standard operating procedures and digital administrative systems for quoting, scheduling, field execution, and customer communication.

NTT Data (formerly Dell Services)

July 2010 - December 2018

Service Metrics & Reporting Analyst | 2015 - 2018

- Built SLA and staffing dashboards across an approximately 600-person, multi-state organization, turning operational data into service and workforce decisions.
- Automated executive and operational reporting, saving more than 1.5 hours daily.
- Created stack-ranking, performance-management, and hiring tools while supporting compliance with complex labor requirements across state lines.

Technical Support Supervisor | 2010 - 2015

- Led 60 technicians supporting 22 enterprise clients in a 24x7 environment.
- Co-developed automation that reduced resolution times by 75% for common issues.
- Maintained greater than 95% first-contact resolution and near-perfect SLA adherence.
- Created real-time ticket-flow and productivity dashboards and designed a candidate screening system to improve hiring efficiency.

SELECTED PROJECT

Kentucky Rural Water Association | Check-In Application

- Identified an operational check-in problem, designed and implemented an application for a real-world organizational workflow, supported adoption, and earned strong executive sponsorship for the change.

SKILLS

Business & Systems: Business systems analysis, enterprise applications, requirements analysis, application ownership, workflow design, process improvement, vendor management

Automation & Applications: Microsoft Power Platform, Power Apps, Power Automate, SharePoint, Microsoft 365, PowerShell, internal application development

Data & Integration: SQL, SQL Server, relational data, Power BI, advanced Excel, systems integration, data migration, webhooks, APIs, ArcGIS-connected workflows

Delivery: Technical project ownership, implementation, system migration, UAT/testing, production readiness, troubleshooting, change and adoption support, AI-assisted development and automation workflows

CERTIFICATION

ITIL Foundations Certified