

Chris Jordan

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PROFESSIONAL SUMMARY

Data integration and systems analyst with experience translating business requirements into data requirements, documenting data flows and dependencies, and supporting cross-functional teams through complex system implementations. Proven ability to map end-to-end data movement, identify failure points within data pipelines, and coordinate data sourcing and access across stakeholder groups. Background in data quality documentation, governance compliance, and operationalizing data assets within enterprise SaaS environments. Comfortable operating independently with ambiguity and moving quickly to deliver results.

PROFESSIONAL EXPERIENCE

Routematch / TripSpark | Remote | Jul 2022 -- Jan 2025

Systems Analyst

- Documented end-to-end data flows for AVL transit systems, mapping how data moved across platform components to support rapid identification of pipeline failures and integration breakpoints.
- Created data flow diagrams for internal teams and external stakeholders, illustrating system dependencies, reporting logic, and data sourcing paths to support troubleshooting and onboarding.
- Facilitated requirements-gathering workshops with business stakeholders to identify data needs, define integration requirements, and develop resolution plans aligned with platform capabilities.
- Coordinated cross-functional data sourcing and access activities between engineering, support, and client teams to operationalize data assets and unblock reporting workflows.
- Developed and executed pre- and post-deployment test plans, validating data integrity and system performance across platform upgrades and new module implementations.
- Partnered with engineering teams to investigate data exceptions, workflow failures, and integration issues, translating findings into clear recommendations for business stakeholders.

Uber / Routematch | Remote | Jan 2022 -- Jul 2022

Technical Account Manager

- Served as primary technical contact for enterprise accounts, coordinating data investigation and issue resolution across support and engineering teams.
- Analyzed incident trends and configuration gaps to identify data quality issues and deliver targeted recommendations that reduced repeat issue volume for managed accounts.
- Maintained structured communication cadences with clients, translating complex technical and data findings into clear business-facing updates and action plans.

The Barbershop, Inc. | Jacksonville, FL | 2017 -- 2022

Operations & Systems Manager

- Managed daily operational workflows, scheduling systems, and client management processes across a multi-staff service operation.
- Identified operational bottlenecks and system usage inefficiencies, recommending process adjustments that improved appointment accuracy and service throughput.

Novitas Solutions, Inc. | Jacksonville, FL | 2015 -- 2016

Application Support Analyst

- Documented data sourcing and provenance for Medicare beneficiary records, tracking where PII was captured from and whether it had been verified prior to entry -- supporting data quality and compliance standards.
- Executed SQL queries to retrieve, validate, and cross-reference beneficiary data in support of Medicare compliance reporting and data integrity reviews.
- Managed ticket lifecycles in Salesforce and Jira, documenting findings and coordinating escalations between support and engineering to reduce clarification cycles and accelerate resolution.

CORE COMPETENCIES

Data Integration & Governance: Data Flow Documentation, Data Lineage Mapping, Dependency Analysis, Data Quality Validation, Compliance Documentation, Data Sourcing Coordination

Requirements & Analysis: Business Requirements Gathering, Data Requirements Translation, Use Case Development, Process Mapping, Gap Analysis, User Stories

Testing & QA: Test Plan Development, UAT Facilitation, Pre/Post-Deployment Validation, Data Integrity Testing, Defect Tracking

Data & Reporting: SQL (queries, data validation, reporting support), Root Cause Analysis, Issue Pattern Identification, Log Review

Platforms & Tools: Salesforce, Jira, Confluence, MS Office Suite, Visio, SaaS Platform Configuration & Support

Methodologies: Agile, Waterfall, SDLC, Cross-Functional Stakeholder Coordination