SHERIE CHANDLER
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https://www.credly.com/users/sherie-chandler | https://github.com/Bi-nary-Genius

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Software Developer & IT System Analyst

IT & Business Systems Analyst | Technical Consultant | Enterprise IT Solutions

Highly motivated IT professional with a robust background in analytical problem-solving, specializing in the design and implementation of innovative technology solutions. Proven ability to architect and deploy full-stack, cloud-native applications, including a multi-agent AI platform on Google Cloud. Seeking challenging IT System Analyst and Software Development roles focused on cloud and web interface solutions, where I can apply my expertise in AI/ML integration, system analysis, and agile development to drive impactful outcomes.

PROJECTS

WhatIf.AI: AI-Powered Scenario & Compliance Platform

- Description: Developed a full-stack, multi-agent AI platform leveraging Google Cloud for personal reflection via speculative scenarios and automating enterprise compliance.
- Key Contributions:
  - Architected and built a multi-agent AI app with Google Vertex AI and Gemini API, integrating vision, TTS, NLU, and STT.
  - Designed and deployed full-stack architecture (React, FastAPI) on Firebase (Hosting, Firestore, Storage).
  - Created STIG AI Clarifier for cybersecurity compliance and a Memory Reconstruction Tool for emotional connection.
  - Resolved complex authentication and API orchestration challenges; managed Git version control in team environment.
- Impact: Delivered a live, production-ready platform blending AI-driven creativity with enterprise-grade productivity and decision support.
- Links: ▶ WhatIf.AI Demo – Multi-Agent Platform for Real-Time Decision Support

TECHNICAL SKILLS

- **Programming Languages & Frameworks:** Python, Java, JavaScript, HTML, CSS, React, FastAPI

- **Cloud Platforms & AI/ML:** Google Cloud Platform (GCP - Vertex AI, Gemini API, Cloud Vision API, Cloud TTS, Firebase Auth, Firestore, Hosting, Storage), Microsoft Azure, Multi-Agent Architectures, Prompt Engineering, Natural Language Understanding (NLU)

- **Web & API Technologies:** REST APIs, SOAP Web Services, JSON, XML

- **Development Tools & Methodologies:** Git, GitHub, IntelliJ IDEA, Visual Studio Code, Postman, Agile (Scrum), Unit Testing, Integration Testing, CI/CD

- **Databases & Data Management:** SQL, Data Conversions & Migrations

- **ERP & Business Tools:** Oracle Cloud Fusion, Oracle Financials, Oracle ERP, Microsoft Office Suite, MS Teams, MS Project

PROFESSIONAL EXPERIENCE

Oracle ERP Cloud Technical Consultant   **Sep 2021 – May 2024**
Cognizant, Washington, DC
Performed a range of tasks centered on Oracle ERP (R13, 20D), including systems study, design, development and post-implementation maintenance. Worked on cross-functional project teams, conducting in-depth research and simplifying complex technical concepts for technical teams and stakeholders. Supported financial module set-ups in General Ledger, Accounts Receivable and Accounts Payable.

- **Project Functional Leadership / Requirements Analysis.** Excelled in a critical role in driving a successful end-to-end implementation of BI Publisher reports during and Oracle ERP Cloud migration. Skillfully gathered requirements, recreated legacy reports, ensured version control and coordinated testing with business users.

- **Technical Solutions / Complex Problem-Solving.** Known and trusted by managers to analyze, trouble-shoot and resolve data and report issues quickly, particularly chaotic reporting logic and migration failures. Expertly translated complicated business requirements into actionable, scalable, repeatable technical solutions. Contributed to troubleshooting migrations and data-mapping issues, enhancing system reliability and customer experience.

- **Cross-Functional Collaboration / Stakeholder Communications.** Worked easily on cross-functional teams in remote, hybrid and multi-time-zone settings. Particularly skilled in ensuring clients, internal and external stakeholders were regularly engaged and kept informed. Capably delivered user training sessions and documentation, improving user readiness for ERP adoption.

- **Performance Tuning / Process Improvement.** Meticulous attention to migration events, supported legacy report migration into Oracle ERP, contributing to cutting manual processes by 40%. Collaborated on improving month-end accounting processes, resulting in a 30% reduction in closing time.

- **Technology Tools**: Proficient in REST APIs * SOAP Web services, using Postman & SOAP UI for testing. Hands-on work with FBDI Data Conversions, Supplier Imports and other financial imports. Developed BI Publisher & OTBI Reports, including RTF, Etext and Excel Templates. Using SOAP Web Services, built Reconciliation Reports, submitted ESS jobs, created Purchase Orders. Integrated REST APIs for supplier creation, AP invoices and other requirements. Performed CRUD operation in REST API and troubleshot conversion errors. Customized UI elements, themes and branding using Sandbox.

Systems Analyst   **Mar 2020 – Feb 2021**
Inserso, Contractor to Department of Homeland Security (DHS), Washington DC
In this DHS Public Trust position, delivered Tier 2 escalation support for a range of systems. Supported SAP Concur financial systems by troubleshooting issues and resolving client concerns. Analyzed system interface logs to proactively identify and resolve issues. Worked with audits; generated financial and travel system reports.

- **Enterprise Systems Management.** Successfully managed ServiceNow configuration, including Single Sign-On, Dashboards, SLA management and Workflow Administration. Improved system accessibility by creating and maintaining an accurate knowledge base. Developed and modified standard operating procedures.

- **Customer Support.** Expertly facilitated system project support, process improvements and issue resolution, directly impacting customer experience. Adeptly used trend analysis on customer support data to drive process changes for impactful gains in efficiency.

PRIOR RELEVANT EXPERIENCE

Tier 1 Technical Support Strategist, Micro Strategy, Tysons Corner, VA
- Delivered support for enterprise-level voice and data infrastructure for internal business units and external stakeholders. Diagnosed and resolved hardware and software issues for all operating environments. Resolved network connectivity issues, executed configurations, supported user office set-ups and shared resources.

EDUCATION & CERTIFICATIONS

M.Ed., Curriculum & Instruction, Tennessee State University, Nashville, TN
B.S, Chemistry, Tennessee State University, Nashville, TN
A.A., Liberal Arts, Aquinas College, Nashville, TN
Emtech Computer Institute, Network Security

Certifications: GenSpark ERP Cloud Technical Certification (11/2021); CompTIA Security+ (2/2017); Cisco Certified Network Associate (2/2018); Oracle Cloud Data Management Foundations (2/2022); Oracle Cloud Infrastructure Foundations Associate (6/2022); AI for Business Leaders, Microsoft Applied Skills