

# Chris Vieth

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## Senior Business Analyst :: Jack Henry & Associates

Oct 2019 - Current :: Remote in Grand Junction, CO :: Banno Digital Platform :: [www.banno.com](http://www.banno.com)

### JOB SUMMARY

Created custom designed reports to help C-level, upper management and team leads make better decisions faster. Designing custom reports in Sketch creates additional value by lowering the cognitive barrier of entry to understanding new situations by removing the design limitations of automated software. This also enables the use of a consistent design system for all reports to increase the level of familiarity for new information, which is not usually available for large dispersed data sets. These reports create cross team empathy by tailoring the information so a specific team can more easily understand another team's situation. This offers a great advantage to help manage tension in high stake environments, especially when making long term priority decisions.

### REPORT EXAMPLES

Monthly business unit reports for 5 business units, Six month roadmap for 8 products, Client go-live dependencies, Critical path roadmap, Roadmap change reports, Roadmap allocation and single team change impact, Team gantt charts, Team project priorities, Fiscal year reviews, Sales engagement, User growth and retention, App store reviews, Go-live schedules, Implementation schedules.

### ESSENTIAL FUNCTIONS

Under minimal supervision, identify business opportunities and issues, then recommend appropriate solutions. Supports the collection and interpretation of business information. Plans, performs and implements process improvement initiatives. Plans and designs new business processes. Designs and recommends or executes process, system, and organizational changes in order to improve and support business systems and activities. Manages department processes to ensure compliance and that deadlines are met. Defines, documents, and publishes processes. Observes existing practices across multiple departments with similar functions and looks for opportunities to optimize practices and processes. Researches, analyzes, creates, and maintains applicable Policies & Procedures. Collects data to identify the root cause of problems. Develops metrics that provide data for process measurement, identifying indicators for future improvement opportunities. Presents and defends recommendations to mid-management and senior level management. Interrelates Key Performance Indicators (KPIs) and adjusts business variables to improve the effectiveness of the measurements used. Analyzes trends and provides correlated studies of potential changes and outcomes. Provides advanced "what if" analysis and business intelligence. Analyzes high volumes of data from multiple sources.

### KNOWLEDGE AND SKILLS

Has a wide range of experience and is able to resolve complex issues. Works on complex and diverse projects. Analysis requires an in-depth evaluation of variable factors. Exercises good judgment in selecting methods, techniques and evaluation criteria for obtaining solutions. Excellent knowledge of the financial industry. Excellent communication and customer interaction skills. Excellent project management skills. Excellent analytical skills. Excellent understanding of JHA solutions and operations. Able to communicate effectively through a variety of media, especially written communication. Able to plan, manage, collect, analyze, summarize, and present data in order to support business decisions and solve business problems. Able to conduct interviews, analyze responses and draw conclusions. Able to identify and implement process improvement initiatives. Able to create executive-level results documentation and presentations. Able to meet aggressive deadlines.

## **Technical Product Manager :: Jack Henry & Associates**

March 2016 - October 2019 :: Remote from Cedar Falls, IA

### **JOB SUMMARY**

In this role I created the Banno 6 month roadmap design and processes with 3 other team members, one of which is now the CDTO of Jack Henry. This process started in 2016 and continued into 2022 and is now being replicated by over 90 other business units at Jack Henry because of its success both internally and with our clients.

### **ESSENTIAL FUNCTIONS**

Designing the 6 month roadmap for the 8 product Banno Digital Platform. Recommending strategies to maintain its overall process. Managing go-live dependencies. Project management in waterfall and agile engineering development methodologies. Team prioritization. Help manage the data and algorithms used for scheduling in Microsoft Project.

## **Website Designer :: Jack Henry & Associates / Banno**

December 2012 - March 2016 :: Cedar Falls, IA

### **JOB SUMMARY**

To design our custom websites I would first create a sitemap that optimizes and reshapes the financial institutions current content for a more efficient user experience. Then design a custom responsive website that created or followed the clients branding guidelines, marketing goals and merged those details with the latest website design and development trends. This included working directly with the upper management of both banks and credit unions to achieve their goals. In March of 2014 Banno, a small start-up of 75 employees, was acquired by Jack Henry & Associates. During this role I assisted in creating a new templated product offering for our clients so they would have a cheaper option than a fully custom designed website which helped expand our target market for sales.

### **ESSENTIAL FUNCTIONS**

Review the client's current website to deeply understand their content and branding. Reorganize and optimize the website content to improve the user experience of the website. Utilize the clients brand standards and improve where possible. Design a custom responsive website that excites the client and elevates their brand. Work with website developers to utilize the latest industry standards. Create an ad library for the clients to use upon the website launch.

## **Onbase Administrator :: Farmers State Bank**

December 2009 - December 2012 :: Waterloo, IA

### **JOB SUMMARY**

Working for a smaller community bank gave me the opportunity to be involved in many different areas of the company while also strategizing directly with the CFO on many projects and setting specific goals. To accomplish these goals I would work with department managers and their team members to find the most efficient way to configure OnBase to create effective business processes. During my time in this position I was Workflow Certified via onsite training with Hyland OnBase. This enabled me to create custom workflows for the deposit, loan, mortgage, commercial lending, brokerage, HR and IT departments.

### **ESSENTIAL FUNCTIONS**

Complete restructure of all documents, keywords, scan queues and user groups. Configuring automated indexing with auto-fill keyword sets using custom SQL queries. Creating and configuring OnBase for the brokerage and wealth departments after they were acquired. Training staff on new processes, upgrades and best practices. Developing and configuring eStatements and notice delivery. Upgrading OnBase server components and individual computer thick, thin and web clients. Installing Microsoft Office Integration Add-ons.

## **Graphic Designer :: Farmers State Bank**

January 2008 - December 2009 :: Waterloo, IA

### **JOB SUMMARY**

When I returned to the bank after moving back to Iowa from college I then filled a Graphic Designer position. While in this position I created the in house design for all marketing that was previously outsourced. In this role I would design mailers, posters, a full product catalog, ads for newspapers and helped design our website.

### **ESSENTIAL FUNCTIONS**

Creating the internal design department to bring our marketing projects in house. Project Manager of website redesign. Creating and managing the in house printing of custom debit and credit cards, which included configuring the hardware and designing standard card offerings. Managing electronic ticker and sign ads for all branch electronic signs. Photographer & designer for small business mailers. Creating Crystal Reports using SQL scripts and automating with Visual-Cut. Integrating and configuring Touché Analyzer automated reports to create data driven dynamic customer segmentation for online banking ads.

## **Studio Manager & 1st Assistant :: Andersen Ross Photography**

June 2007 - January 2008 :: Seattle, WA

### **JOB SUMMARY**

Manage the camera and lighting equipment. Clean, maintain and update photography studio with 3 unique sets before, during and after photo shoots. Assist the photographer while shooting by managing camera, memory cards, lens changes and lighting equipment on multiple sets. Prepare individual sets during shoots ahead of the photographer to help maintain our goal of achieving a sellable photo every 5 minutes. Assist in creating and organizing a shot list ahead of photo shoots.

## **Associates Degree Applied Arts of Photography :: Art Institute of Seattle**

September 2004 - June 2007 :: Seattle, WA

## **Nightly Processing Manager :: Farmers State Bank**

October 2002 - August 2004 :: Jesup, IA

### **JOB SUMMARY**

Oversee the nightly processing to ensure the it's completion. This work also included running backup tapes, sending out statements and notices to customers. Updating desktop and server software and hardware.