

# CONNOR AGUILERA

## BUSINESS SYSTEMS ANALYST & IT PROFESSIONAL

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### Work Experience

#### Alteryx

##### **Business Systems Analyst & Automation Administrator | August 2024 – Present**

- *Lead the management and continuous improvement of Barista, a custom AI chatbot trained on internal processes, documentation, and ticketing systems, achieving over 50% ticketing deflection.*
- Partner with various departments (IT, HR, Legal, ESM, Customer Success, Product Engineering, and more) to identify and implement AI-driven use cases, enhancing workflow efficiency by integrating with tools like Slack, Atlassian, SharePoint, and ServiceNow knowledge bases.
- Manage the documentation and knowledge bases for teams across the organization to ensure data ingested in our AI is up-to-date and consistent.
- Create and maintain dashboards and reports to track project metrics and platform adoption, driving transparency and accountability across stakeholders.
- Coordinate with virtual agent platform vendors to administer, optimize, and scale chatbot (Barista) capabilities—leveraging user feedback and data to guide continuous improvement efforts.
- Analyzed and reported on the effectiveness of Barista's rollout to measure adoption, engagement, and impact across participating teams.
- Spearhead automation of manual and repetitive tasks, increasing efficiency across multiple business functions.

#### Alteryx

##### **Senior Executive Support Technician | May 2022 – August 2024**

- Founded and led the Executive Support function, streamlining IT support operations and workflows for global C-Suite executives, SVPs, VPs, administrative assistants, and legal teams.
- Provided white-glove technical support for critical live events such as earnings calls, investor briefings, global meetings, and board meetings.

For additional details on my career and skills, visit: [Connoraguilera.com](http://Connoraguilera.com)

- Worked closely with the SysOps team to ensure Identity and Access Management (IAM) was properly configured for executive-level users, streamlining account provisioning and minimizing access issues during onboarding
- Managed MS Exchange administration and provided technical support for both Mac and Windows hardware and software.
- Supported conference room AV solutions (Crestron, Zoom, Teams), including managing builds for new and existing office conference systems.
- Increased my team's overall NPS by 20% through improved support processes and team coordination.
- Achieved a 100% Net Promoter Score (NPS) during tenure, leading the IT team in customer satisfaction.
- Developed Standard Operating Procedures (SOPs) for over a dozen event types across eight global offices, ensuring consistent and efficient IT support.
- Developed and executed a comprehensive onboarding SOP for C-Suite Executives, SVP's and VP's, facilitating seamless transitions for both external hires and internal promotions.

## ***Invoy***

### ***Lead Device Specialist/ Client Feedback Expert | Sep 2020 – May 2022***

- Led the Technical Support and Client Feedback portion of the Client Experience team, ensuring all reported application and device issues were documented, investigated, and resolved within SLA deadlines.
- Gathered and synthesized client feedback into actionable tickets for feature requests, bug fixes, and general improvements, resulting in direct changes to the platform.
- Worked with leaders across the organization's Hardware and Software development teams to ensure the feedback provided by our user's were defined into actionable changes to the hardware and software of our device.
- Founded this role, defining job scope, metrics, SLA goals, and Standard Operating Procedures, which enabled support for over three times the number of clients.
- Hosted User Studies to collect critical clinical research data for new acetone detection chemistry batches and collaborated with software and hardware development teams to prioritize features based on user feedback and common issues.
- Developed client outreach strategies to understand client preferences and expectations, working with clients to troubleshoot, triage, and permanently fix bugs, glitches, and hardware malfunctions in the Invoy app and device.

## **Uber's Advanced Technology Group**

*IT Support Technician | Sep 2019 – Sep 2020*

- Provided technical support for the employees in the Uber ATG Pier 70 office Administered remote troubleshooting for employees located in Uber ATG Pittsburgh offices.
- Worked in Jira to address all tickets submitted to the IT queue.
- Managed computer assets through their entire lifecycle by tracking their location, owners, and work to retain sensitive information that they may contain.
- Troubleshot hardware and software of MacOS, Windows, and Linux computers.
- Built desktop towers requested by Engineers and Developers to process large amounts of data Imaged, provisioned, and deployed Mac, Windows, and Linux computers.
- Provided network troubleshooting and triaging of the internal network.
- Responded to all AV requests for community events or conference room issues.
- Worked in Active Directory to guarantee the correct permissions group and status of employees.

## **Education**

### **San Francisco State University**

Bachelor of Science: Computer Science

## **Certifications**

- *Apple Certified iOS Repair Technician*
- *Apple Device Support Certification*
- *Alteryx Designer Core Micro-Cert*
- *JAMF Certified Associate*