

# Fritz Knack

## Business Architect

### Contact

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### Seeking

Business Architect or similar senior position where **Technology meets Business.**

### Profile

I am a Business Architect with solid knowledge and experience with all the moving pieces in technology and business processes.

My particular strengths are **communications, data flow, and troubleshooting.** I have a remarkable talent for **bridging the language gap** between business and technology people.

### Website

[phrits.com](http://phrits.com)

### Summary and Skills

Experience in banking, telecommunications, and software production.

Strong background in **databases, operating systems, and programming.**

**Hands-on experience** with:

- **business application lifecycle** from concept to sunset
- **risk** awareness, analysis, and mitigation
- **business process** modeling, documentation, development, improvement, and implementation
- system administration, database administration, and **integrated systems**

Proficient with **SQL**, Python, HTML, CSS, PHP, Perl, and MS-Office products. I can work with any C-like programming language.

### Work Experience

#### Wells Fargo: 2000-20012, 2015-present

Developer, Lead Developer, Compliance Lead, Business Systems Consultant, Senior Business Execution Consultant

- Significantly improved the approach to reimplementing a set of critical systems, **avoiding operational disruption** while reducing complexity, duplication of effort, and overhead.
- **Led the custom design, development, and deployment of corporate call and problem tracking software** using Remedy ARS and DSO.
- Developed and maintained near real-time interfaces for automatic vendor dispatching from the enterprise help desk system. **Bulletproof for over 5 years.**

#### Food Service Sabbatical, 2012-2015

"Hobart", Prep Cook, Production Cook, Sauté Cook, Catering Manager

- Washed dishes, cleaned grill hoods, sliced beef, cooked grits, made soups and salsa, and **catered a 10,000 square foot facility.**

#### Nortel Networks, 1998-2000

Remedy System Administrator

- One-man Remedy ARS shop: System and database administrator, application design, development, custom integration, maintenance, and support. **Zero unscheduled downtime.**

#### CONXUS Communications, Inc., 1996 – 1998

LAN Analyst

- Produced company-wide sales and churn reports consolidating multiple sources in the days before federated database reporting.

### Education

#### UNCC-Trilogy Boot Camp

Data Analytics & Visualization Certificate, 2023

#### Radford University

B.S, Mathematics, 1993