

Jeremy A. Fisher

Business Systems Analyst | Data Governance | Data Quality
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SUMMARY

Replaced manual sampling in risk and compliance reviews with full-population testing in SQL, backed by exception reports. Completed 200+ asset classification reviews and registration approvals across Agile and business teams. 16 years in enterprise technology: 12 in infrastructure, then 4 in bank data governance on a program stewarding 77 information domains. Translates governance policy into specs engineers can build.

SKILLS

Delivery & Tools: Requirements Gathering, Functional Requirements, Use Cases, Process Flows, Process Improvement, Project Management, Visio, SAFe Agile, Scrum, Waterfall, SDLC, Business Analysis, Change Management, ITIL, JIRA, Confluence, ServiceNow, Salesforce, SharePoint, Gap Analysis

Data & Analytics: SQL, Python, Snowflake, Excel, Tableau, Power BI, Dashboards, Data Profiling, ETL, Data Validation

Governance & Compliance: Data Governance, Data Quality, Data Lineage, Metadata Management, Data Stewardship, Master Data Management (MDM), Data Privacy, Regulatory Reporting, IT General Controls (ITGC)

AI Tools: Anthropic Claude, OpenAI ChatGPT, Microsoft Copilot, GitHub Copilot, Ollama, Generative AI, Agentic AI, RAG, Prompt Engineering, Context Engineering, AI Governance

PROFESSIONAL EXPERIENCE

Career Development | Independent Projects **Apr 2026 – Present**

- Cut per-run token usage by 41% in an agentic LLM workflow for document automation, from about 44,000 to about 26,000 tokens, by auditing what loaded into the context window.
- Integrates AI agents with external systems through LLM tool calling and Model Context Protocol (MCP) connectors, engineering prompts and context so results repeat and can be audited.

USAA | Financial services for the military community **Jun 2019 – Apr 2026**

Senior Information Management Analyst Sep 2024 – Apr 2026

Bank Data, Analytics & Governance | Remote

- Owned data requests for Bank Compliance, AML, Internal Audit, and External Audit through validated delivery, writing the SQL in Snowflake and SQL Server with GitHub Copilot as a drafting aid.
- Built full-population testing queries and exception reports for the second and third lines of defense, replacing manual sampling.
- Monitored and remediated 100+ failing data-quality rules in Alation across all six quality dimensions, strengthening the integrity of Critical Data Elements.
- Held the approval gate for new and modified database objects, clearing 19 DDLC requests with Asset Product Owners and IT.

Information Management Analyst **Apr 2022 – Sep 2024**

Bank Information Governance | Remote

- Identified metadata gaps across about 40 Deposit Services data assets and closed them with IT partners, raising the reliability of the asset catalog.
- Elicited and documented data requirements with IT agile teams, writing the user stories and acceptance criteria that turned governance policy into buildable specs.
- Guided 500+ staff through Data Development Lifecycle (DDLC) trainings and office hours during the bank-wide rollout, using Microsoft Copilot to draft later training materials.
- Validated requirements through user acceptance testing (UAT) on the DDLC automation tool, tracing policy through to build.

Infrastructure Engineer, CICS **Jun 2019 – Apr 2022**

Enterprise Transaction Platforms

- Increased infrastructure capacity by 10% through configuration and tuning changes that sustained performance under peak workloads.
- Built and delivered 10+ technical training modules that standardized engineer onboarding to the platform.
- Queried Splunk to isolate root causes of mainframe and CICS performance issues, reducing service interruptions.

Depository Trust & Clearing Corporation (DTCC) | U.S. securities clearing and settlement Jun 2010 – Mar 2019

Senior Infrastructure Services Engineer

Nov 2017 – Mar 2019

Enterprise Infrastructure & Mainframe

- Coordinated enterprise technology projects across mainframe MQ, CICS, and middleware platforms for development and infrastructure teams.
- Led and supported more than half of enterprise disaster recovery exercises, serving as primary operator during production DR events.
- Managed service requests, incidents, and changes in ServiceNow in line with DTCC infrastructure standards.

Infrastructure Services Engineer

Oct 2013 – Nov 2017

Enterprise Infrastructure & Mainframe

- Implemented 120+ production changes annually across CICS and MQ environments while maintaining production stability through change management.
- Covered the on-call production support rotation for 30+ applications across CICS and MQ environments.

Infrastructure Specialist

Jun 2010 – Oct 2013

Enterprise Infrastructure & Mainframe

- Created recovery and validation procedures for 20+ mainframe applications supporting production workloads.
- Monitored production infrastructure and deployed updates to Tier 1 caching solutions across DTCC enterprise systems.

CERTIFICATIONS & TRAINING

Artificial Intelligence: Implications for Business Strategy MIT Sloan School of Management	2026
Certified Life Breakthrough Coach Life Breakthrough Academy	2024
Certified Data Management Professional (CDMP) Associate DAMA International	2023
Certified SAFe Practitioner Scaled Agile, Inc.	2022
ICAgile Certified Professional (ICP) ICAgile	2022

EDUCATION

M.S. in Management Information Systems University of South Florida	2011
B.S. in Management and Management Information Systems University of South Florida	2009
A.A. in Business Administration Hillsborough Community College	2006

LEADERSHIP & COMMUNITY

Church Senior Tech Sessions Instructor	2025 – Present
• Teaches a monthly technology session for 10 to 15 seniors, pairing one taught topic with hands-on breakout support so each attendee can solve the same problem alone next time.	
Special Olympics Florida Instructor and Coach	2005 – Present
• Coaches tennis as a registered Class A Volunteer, running practice sessions and preparing athletes with intellectual disabilities for year-round state competition.	
Tennis for Fun Coach for athletes with intellectual disabilities	2003 – Present
• Teaches tennis fundamentals to players with Down syndrome and other intellectual disabilities at a free, all-volunteer adaptive program.	
Online Coaching Cohort Group Coach	Summer 2026
• Coached assigned students, leading group calls and checking in three times a week with written feedback on their progress.	

INTERESTS

Board Gaming, Live Music, Travel, Fishing