

# Justin W. Ahrendt

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## Business Systems Analyst

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Business Systems Analyst with an emphasis on web technologies, services, and solutions. Able to think outside the box to find timely and cost-effective measures using existing tools. Comfortable working within code to both troubleshoot issues and design solutions.

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## Strengths/Areas of Expertise

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- **AEM – Technical web authoring**
- **Media Tools – Adobe Suite**
- **Web technologies**
- **Provide premier level customer service**
- **Program Management**
- **Adaptable to new processes and tools**

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## Career Highlights

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Amazon.com, Inc.

**Business Systems Analyst** — June 2020 – February 2022

Enhancing the online employee HR experience.

- Lead on Content Review project; mechanism for ensuring content is relevant and up to date.
  - Built review mechanism to guide 200+ content owners in reviewing 10,000+ pages on an annual or semi-annual basis.
  - Guided stakeholders towards shared vision; defining and sticking to project scope and dates.
  - Changed gears mid project to provide front end dev support to ensure project timelines were met.
- Assisted in bi-weekly AEM releases.
  - Preparing and sending communications regarding releases; timing, impact, etc.
  - Coordinating user acceptance testing prior to releases.
- Trouble ticket triaging; Setting proper priorities, directly assisting customers, and escalating or directing issues to the correct team.
- User story creation, grooming, and prioritization within Rally.

Intel Corporation

**Digital Marketing Strategist** — March 2018 – January 2020

Develop UX improvements for intel.com.

- Migrated Intel Capital (iCap) microsite to Adobe Experience Manager (AEM). Integrated an API into standard AEM templates to allow iCap to use their existing CMS and provide a seamless transition to AEM.
- Facilitate testing using Adobe Target on intel.com with the goal of increasing overall satisfaction and analytics scores.
- Provide custom code (HTML, CSS, and JS) solutions for more complex testing needs.

**Technical Web Publishing Product Owner** — April 2016 – March 2018

Tier 1 web publishing for intel.com with a focus on technical and non-standard solutions.

- Drove AEM content solutions for high-visibility campaigns & projects, including implementing custom code for Intel's 2017 CES 360 Experience.
- Recognized as the go-to contact for all custom code and special requests, consistently delivering on-time under tight deadlines.

Wipro (Intel Contractor) — March 2015 – April 2016

**Senior Web Analyst**

Support and maintain [www.intel.com](http://www.intel.com) with an emphasis on custom code (HTML, CSS, JS/jQuery). Build new pages within Adobe Experience Manager (AEM) as well as update or EOL outdated content. Code custom pages from scratch that are too complex for AEM templates.

AngelVision Technologies — March 2013 – February 2015

**Program Manager & Website Architect**

Initially brought on as a web developer; quickly moved up and took on more job responsibilities.

- Setup of web servers; MySQL Databases, DNS Records, Git repos.
- Scope projects and write proposals with key goals and processes outlined.
- Architecting of websites by identifying all required pages, organizing them in a sitemap, and then defining the overall layout and functions of each page in wireframes.
- Overseeing tier 1 & tier 2 client accounts (Intel, Corning, HP, ABBA Construction, etc.) worth over one million in annual revenue.
- Day to day communications with clients for maintenance and support issues.
- Create training, process, and support documentation for clients.
- Oversee and assist a team of web developers and manage daily tasks.
- Helped identify workflow issues and promoted BKMs to streamline development processes.

Darkwater Studios (Acquired by AngelVision) — October 2011 – March 2013

**Web Developer**

Built websites using in-house Content Management System (CMS), Kraken. Focused on using PHP, MySQL, and latest HTML & CSS practices. Customization of CMS to fulfill unique client needs and provide a better user experience.

Business Education Compact (Intel Internships)

**2010 – 2011, 2007 – 2008, 2006 – 2007, 2002 – 2003**

Several Internships which included:

- Support of Network Quality Labs. Inventory control of NICs, Switches, and other networking equipment. Basic equipment testing. Oversaw RMA and waterfall processes.
- IT related services. Supported engineers by building & deploying desktop and laptop machines. Troubleshooting & repair of both hardware and software. Built out and networked various labs throughout Intel campuses. Use of command line and scripts to support Linux systems; update drivers, firmware, bios.

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## Education

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Art Institute of Portland — 2012 Graduate

**BS in Web Design & Interactive Media**