

Lindsey Flatt

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8101 Emerald Hills Way, North Richland Hills, TX 76180

EDUCATION

Oklahoma State University – Stillwater, OK

Bachelor of Science, Secondary Education – May 2014

PROFESSIONAL SUMMARY

Business Systems Analyst skilled in gathering requirements, managing system integrations, implementing enhancements, and delivering solutions that support business objectives and improve customer experience. Experience with Five9, Genesys, Zipwire, Pega, and ALFA. Proficient in HTML, CSS, JavaScript, React, and Python.

WORK EXPERIENCE

Business Systems Analyst – Contact Center Systems

Daimler Truck Financial Services | December 2021 – Present

- Manage contact center systems for North American business centers, including IVR, IVA, and ACD call flows and routing, CRM integrations, reporting, speech analytics and quality; assist with outbound dialer operations and ensure compliance with all regulatory requirements.
- Implement system enhancements that support business needs and improve customer experience.
- Monitor and analyze contact center performance data, build dashboards and reports that highlight key KPIs and deliver actionable insights to leadership.
- Provide day-to-day end-user support by troubleshooting issues, resolving incidents, and responding to inquiries efficiently.
- Maintain accurate system documentation, including call flow diagrams, API documentation, process maps, troubleshooting guides, and end-user training materials.
- Served as lead Business Systems Analyst for the migration of North American contact centers from Genesys to Five9, overseeing requirements gathering and validation, managing SIT and UAT, coordinating end-user training, leading rollout and stakeholder communications, and providing post-go-live support.

Systems Support Assistant – Contact Center Systems

Mercedes-Benz Financial Services – AppleOne Staffing | October 2019 – November 2021

- Assisted with the transition of North American business centers from Zipwire to Genesys contact center platforms by gathering and validating business requirements, managing UAT, creating training materials, distributing rollout communications to business stakeholders, and providing post-go-live support.
- Gathered and documented business requirements for system enhancements, performed testing, and coordinated with IT to ensure smooth deployments.
- Provided day-to-day end-user support for contact center systems, troubleshooting system issues, responding to inquiries, managing ad-hoc requests, and completing reporting tasks.

Data Entry Assistant – Truck Remarketing

Mercedes-Benz Financial Services – AppleOne Staffing | October 2019 – November 2021

- Maintained inventory records for repossessed and lease-returned trucks and vans.
- Coordinated inspections, repairs, and service scheduling.
- Processed and reconciled invoices, resolving discrepancies.
- Prepared payoff quotes and statements of sale for customers and dealers.

English Language Arts and Reading Teacher

Coppell ISD | Aug 2018 – Jun 2019 || Arlington ISD | Aug 2015 – Jun 2018 || Lewisville ISD | Aug 2014 – Jun 2015

- Taught 7th and 8th grade English Language Arts and Reading, developing and facilitating daily lessons that helped students build literacy skills.
- Monitored student progress and used formal and informal assessment data to implement targeted interventions supporting growth.
- Maintained an inclusive, well-managed classroom while fostering strong relationships with students.
- Built and sustained positive relationships with students, colleagues, parents/guardians, and administrators through clear and effective communication.
- Adapted instruction for students with special needs, ensuring compliance with 504 and IEP standards.

REFERENCES

References are available upon request.