**Jonas Clark**

Worcester, MA | 508-555-5489 | [jclark@clarku.edu](mailto:jclark@clarku.edu) | [linkedin.com/jclark](file:///C:\Users\TBartlett\Desktop\linkedin.com\jclark)

**EDUCATION**

**Master of Science in Information Technology (STEM)**  Expected May 2024

Clark University; Worcester, MA

**Bachelor of Science in Information Technology**  May 2021

University of Mumbai; Mumbai, India

*Related Projects:*

**Law Enforcement Information Integration System Capstone Project** January 2023 - May 2023

* Developed law enforcement information integration system with team of 5 to enable multiple law enforcement agencies to share and access crime record and case data
* Analyzed user needs by meeting with 10 law enforcement officials from various agencies to gather operational needs and requirements ensuring product met market demands
* Designed site architecture plan using LucidChart to outline system structure, flow and to communicate to stakeholders the ways components, databases, and user interfaces interact

**TECHNICAL SKILLS**

**Skills:** Microsoft Office (Word, Excel, PowerPoint), SQL, Python, R, LucidChart, JIRA, Adobe XD

**PROFESSIONAL EXPRERIENCE**

**PremierGuard Insurance**, Worcester, MA June 2023 - August 2023

Business Analyst Intern

* Enhanced process clarity and improved communication among cross functional teams by utilizing Business Process Model Notation (BMMN) to document system enabled processes
* Ensured technology alignment with business by collaborating with stakeholders to understand needs and objectives and analyzed functional requirements for 3 packaged applications
* Developed 3 Microsoft SharePoint sites improving collaboration and information access for 40+ team members
* Drafted business cases for upcoming project combining market research, financial analysis, and strategic planning which increased approval rates by 15%; articulated risks and return on investment to team

**Clark University,** Worcester, MA January 2023 – May 2023

Teaching Assistant- MSIT 3050 Information System Analysis and Design

* Provided one- on-one mentoring to 40 students to further understanding of course theory and application
* Graded 250+ assignments using grading rubric to maintain consistency and fairness; provide feedback to improve student comprehension and performance
* Engaged students throughout 14-week semester by facilitating 6 small group discussions and monitoring online discussion boards on canvas; received a 95% student satisfaction score on end of semester evaluation

**Future Technologies**, Mumbai, India July 2021 - December 2022

Test Analyst

* Designed, developed, and maintained 150 test plans and 800 test cases to align business, technical, and functional requirements resulting in a 15% improvement in software quality
* Performed product GAP analysis eliminating 30% test redundancy and 20% reduction in testing effort increasing testing efficiency and improved product quality and release speed