

ANDREW DISNEY

Portland, OR | 720.404.5340 | aldisney@gmail.com | andrewldisney.com | linkedin.com/in/andrewdisney

Business Systems Analysis | Implementation | People Management

SUMMARY

More than 20 years of experience in business systems analysis, technology selection, implementation and adoption. Currently the testing and training lead on a public sector asset management system (CMMS) implementation for about 300 users, working with business leaders, IT staff and the vendor. The system launched on time in September 2026. People manager with more than eight years leading a team of up to 12, including hiring, performance management and budget.

SKILLS

Core Competencies

- Requirements analysis
- Business process mapping
- System integration and user acceptance testing
- Build-versus-buy and vendor evaluation
- Support model design and IT service management
- Stakeholder management
- People management
- Training, documentation and adoption

Technology

- **Enterprise systems:** Infor Public Sector O&R, Workday, Salesforce, ServiceNow
- **Microsoft 365 and Power Platform:** Power Apps, Power Automate, SharePoint, Excel, Visio, LMS365
- **Reporting and collaboration:** Cognos, Jira, Confluence
- **Content authoring:** Adobe Creative Cloud, Articulate 360, Apple Creator Studio, RoboHelp, WordPress

EXPERIENCE

Testing and Training Lead

June 2025 – Present

Insight Global (contract) · Client: City of Portland, Bureau of Environmental Services

Asset management system (CMMS) implementation replacing a legacy system at BES facilities. Launched September 2026; continuing in a post-launch support role.

- Led testing and training for the treatment plant and pump station build and served as a primary system subject matter expert for that build. Directed the day-to-day work of two project staff.
- Wrote and presented the training plans to project sponsors. Co-drafted and co-presented the user support and transition plan, with the decisions required from leadership.
- Coordinated with BES operations, business systems analysts in BES and the Bureau of Technology Services (BTS, the City's central IT organization), and the vendor on configuration, testing and support.
- Reviewed design specifications against business process requirements and flagged gaps before testing.
- Advised business systems analysts on process design. Recommended changes to standard operating procedures (SOPs) based on system behavior; most were adopted.
- Planned and ran system integration and user acceptance testing: 81 SIT test cases, and UAT results tracking for about 30 testers in six groups. Limited testing scope to in-system processes and completed testing on schedule.
- Selected SharePoint and Power Automate for support request intake after weighing cost, licensing and timeline, using existing Microsoft 365 licensing. Delivered the intake, triage and routing process in under five days without additional IT or procurement support; live at launch.
- Developed daily operations reporting that lets operations managers review incoming work requests, separate valid requests from invalid ones and convert them into work orders.
- Identified a gap in post-launch functional support and proposed a dedicated system owner role.
- Volunteered for a City pilot evaluating AI agents for system users and reporting. Wrote the use cases and test scenarios for the pilot application, which was accepted; pilot development is ongoing.
- Designed and facilitated role-based training for about 300 end users, scheduled around 24/7 shift operations. More than 90% were trained by go-live, and the system launched on time.

Change Management Consultant

October 2024 – June 2025

North Highland (contract) · Client: Microsoft

- Supported a global reorganization of Microsoft's Product Security business operations team, working with Chief of Staff-level leadership.
- Wrote white papers analyzing the current team structure and recommending options for the future structure.
- Drafted change communications, talking points and FAQs for affected leaders.
- Drafted a ways-of-working playbook for senior leaders and managers.

API First Education Program Manager

June 2023 – October 2024

GlobalLogic (contract) · Client: Verizon

- Built an education program for 200+ technical leaders on API First, an approach that designs APIs before the applications that use them.
- Designed a multi-tier technical certification program for Verizon's API First initiative.
- Set up training components for an API First Center for Excellence (C4E) to manage technical content development.
- Ran program communications: weekly executive newsletters, technical blogs and infographics.

Workday Training Program Lead

September 2022 – June 2023

North Highland (contract) · Client: Nike

- Led training strategy for Nike's global Workday HRIS implementation.
- Designed role-based learning paths for HR functions such as recruiters and HR business partners.
- Designed and led a multi-day workshop, with breakout and full-group sessions, for 100+ global training captains responsible for training their functional areas.
- Built launch-readiness measures for the initial global rollout.

Sr. Program Manager

June 2021 – September 2022

RealWear, Inc.

- Scoped, designed, built and launched RealWear's first performance management process and system for 50–60 employees and contractors, reporting directly to the HR VP. The system covered SMART goals, progress tracking, manager check-ins and year-end evaluations.
- Evaluated an Oracle module and several HR SaaS products. Selected an in-house build on Power Apps, Power Automate and SharePoint because of budget limits and gaps in vendor functionality.
- Reached 100% review completion company-wide.
- Created quarterly and on-demand reporting on goal progress and completion, scoped to each manager's reporting line.
- Resolved workflow and permissions issues for users after launch.
- Developed role-based onboarding by location and level.

Sr. Training and Enablement Consultant

February 2020 – June 2021

Direct Channels Group (contract) · Client: American Express

- Moved Global Risk & Underwriting from instructor-led training to eLearning, cutting delivery costs by 40%.
- Wrote the strategy and implementation roadmap for the move to eLearning.
- Worked with senior risk and underwriting stakeholders on complex technical content.

Head of Global Learning

April 2019 – February 2020

RealWear, Inc.

- Scoped, budgeted and selected RealWear's first learning platform for 75–100 users, reporting directly to the HR VP, who approved the budget. Compared Moodle (open source), Litmos (standalone SaaS) and LMS365 (now Zensai, built into Microsoft 365).
- Selected LMS365 to build on the existing Microsoft 365 investment and reduce ongoing administration. Wrote requirements, ran testing and implemented it with internal IT.
- Created onboarding integrated with Office 365, and technical training for field workers on RealWear's head-mounted wearable computers.
- Contracted an instructional designer for course development, providing requirements, design documents and outlines and managing review through final delivery.

Sr. Training Lead

June 2018 – March 2019

Randstad (contract) · Client: Nike

- Led training and documentation for a materials management software implementation, including on-site training leadership in Taipei.

Sr. Training and Enablement Consultant

April 2015 – June 2018

Direct Channels Group (contract) · Client: American Express

- Advised Direct Channels Group leadership and American Express department leaders on team-level learning and knowledge platforms funded from department budgets, limited to public, non-sensitive content so they could operate without IT involvement.
- Developed a WordPress learning platform for a VP-sponsored sales initiative, delivering 25–30 animated videos, podcasts and demonstrations to 50–70 sales and account executives, with no connection to American Express networks or internal data.
- Created a new hire onboarding program and Global Sales Playbook for American Express Global Sales, aligned with Salesforce processes.
- Brought in an instructional design subcontractor on a client project. Wrote the requirements, design documents and outlines, reviewed deliverables with the client and directed revisions through final delivery.

Sr. Training Manager

September 2006 – March 2015

Cricket Communications

- Managed a team of up to 12 instructional designers and LMS administrators, including hiring, performance reviews, terminations and budget.
- Led training and quality for a two-year replacement of all third-party contact center vendors, covering several hundred agents at sites in Manila, Managua and Panama. Based primarily on site in Manila; took on operations responsibility there, including emergency staffing management during Typhoon Ondoy in 2009.
- Developed and presented the training and support plan for Muve Music, Cricket's music subscription service bundled with its wireless plans, to VPs, EVPs and the COO. The plan was approved and funded; led the two-year training and support effort through launch in 2011. Muve reached more than 500,000 subscribers in its first year.
- Proposed and launched Cricket's first knowledge base for more than 1,000 customer service and retail employees. Wrote requirements, selected the platform (RoboHelp) and wrote much of the content.
- Maintained the knowledge base for more than eight years. Kept RoboHelp over MadCap Flare when IT support for a migration was not available, and extended it with custom components.