

JAMES FAZIO

Systems Analyst | IT Infrastructure | Process Automation
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PROFESSIONAL SUMMARY

Systems Analyst with a B.S. in Computer Science and hands-on experience leading enterprise IT projects in a high-volume hospitality environment. Combines full-stack development skills with infrastructure expertise to modernize legacy systems, automate manual workflows, and deliver reporting tools used across the organization. Recently led a multi-vendor payment system migration and a network end-of-life refresh for one of New Orleans' largest convention hotels.

PROFESSIONAL EXPERIENCE

Sheraton New Orleans Hotel (Marriott) — New Orleans, LA

Dec 2023 – Present

Systems Analyst

- **Payment Systems Migration:** Led the enterprise migration from Elavon to FreedomPay across all property point-of-sale terminals, coordinating with vendors, finance, and operations to execute the cutover with zero guest-facing downtime.
- **Network Modernization:** Planned and executed end-of-life replacement of network switches across the property, improving network reliability and bringing infrastructure into compliance with Marriott corporate standards.
- **SharePoint IT Hub:** Designed and deployed a SharePoint-based IT Hub with embedded Power BI dashboards and Microsoft Lists, centralizing tracking of user access, asset inventory, and event Wi-Fi orders for audit readiness.
- **Asset Lifecycle Management:** Managed full hardware lifecycle including secure asset disposal, certified data wiping, and chain-of-custody documentation for decommissioned devices containing PCI-relevant data.
- **Event & Guest Technology Support:** Provided tier 2 technical support for guests, conference organizers, and 600+ hotel staff during large-scale events including Mardi Gras, Sugar Bowl, and major conventions, resolving network and AV issues under tight timelines.
- **Reporting Automation:** Built Power Automate flows that replaced manual reporting tasks, reducing weekly reporting effort and improving data accuracy for management review.

KEY TECHNICAL PROJECTS

Multi-Tier Cloud-Based Web Application

- Architected a 3-tier web app with a ReactJS frontend, Node.js/Express REST API, and MySQL database deployed on AWS; followed Agile/SCRUM practices for iterative delivery.

Sheraton NOLA IT Hub (SharePoint + Power BI)

- Built a centralized internal portal consolidating system-access tracking, event Wi-Fi intake, and audit reporting, with embedded Power BI dashboards for real-time IT KPI visibility.

TECHNICAL SKILLS

Languages: Python, Java, JavaScript, C, BASH, HTML/CSS, SQL

Frameworks & Libraries: ReactJS, React Native, Node.js, Express

Microsoft 365 & Automation: SharePoint, Power BI, Power Automate, Microsoft Lists, Excel (advanced formulas, pivot tables)

Cloud & Data: AWS, MySQL, Firebase, Cloud Firestore, Hadoop

IT Infrastructure: Networking fundamentals, switch/router configuration, hardware lifecycle management, asset disposal, PCI-aware practices

Tools & Practices: Git/GitHub, Agile/SCRUM, requirements engineering, effort estimation, technical documentation

EDUCATION

Louisiana State University — Baton Rouge, LA

2017 – 2022

Bachelor of Science in Computer Science

Relevant Coursework: Object-Oriented Design, Software Engineering, Operating Systems, Machine Learning, Artificial Intelligence, Software Vulnerabilities, Web Application Development, Big Data, Compiler Design, Agile (SCRUM)