

IAN HAYES

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SUMMARY

A Management Information Systems graduate with experience in systems analysis, technical documentation, data review, reconciliation workflows and information security concepts. Skilled at gathering requirements, documenting processes, analyzing incomplete information and developing evidence-based recommendations for technical and non-technical stakeholders.

TECHNICAL SKILLS

Data and Reporting: Excel - Power Query, PivotTables, VLOOKUP, formulas, SQL, Python, Jupyter, KPI modeling, data cleaning
Systems Analysis: Requirements gathering, stakeholder interviews, process mapping, data flow diagrams, SWOT, PIECES, vendor comparison, risk analysis, implementation planning
Security and IT: Access control, least privilege, multi-factor authentication, encryption concepts, audit logs, endpoint monitoring, file integrity monitoring, phishing awareness, firewalls, VPNs, IP addressing, network diagrams, incident response basics, data privacy
Business Tools: Microsoft Dynamics SL, Outlook, Word, PowerPoint, Google Workspace, SAP coursework

EXPERIENCE

Business Analyst Consultant, Shopify Clothing Retailer | 2026 - Present

- Performed business audit of Shopify storefront and delivered prioritized recommendations for site user experience, product presentation, conversion improvements and search optimization.

Accounting Assistant, Enpower Corp | Summers 2024 and 2025; Dec 2024 - Jan 2025

- Supported accounting operations about 20 hours per week during school breaks, reporting to the Accounting Manager and working with confidential banking and financial records.
- Used Microsoft Dynamics SL to enter invoices, accounts receivable records, payment applications and expense/payment information.
- Assisted with bank reconciliations, transaction tracking and organized financial records for review.

Systems Analyst and Team Lead, High Tech High Capstone | 2026

- Led 5-person systems analysis project for a 16-school charter network, including client meetings, stakeholder questions, requirements discovery and final presentation.
- Wrote final report and documented current reconciliation workflow using meeting notes, requirements analysis, data flow diagrams, SWOT, PIECES, risk analysis and implementation planning.
- Compared Payhawk, alternative software and in-house automation options. Recommended Payhawk based on client resources, OCR receipt capture, automated matching, reminders and implementation feasibility.
- Modeled projected impact: reduced reconciliation work from 25-30 to 8-10 hours per week, missing receipts from 40-50 to under 10 per cycle, card suspensions from 10-12 to under 2 per month and completion rate from 85 percent to 99 percent.

PROJECTS

Wazuh SIEM Lab Deployment, Cybersecurity Project | May 2026

- Independently deployed Wazuh security monitoring lab in Oracle VirtualBox using two Ubuntu Server virtual machines: one Wazuh all-in-one server and one monitored endpoint.
- Troubleshoot virtual network connectivity, configured endpoint enrollment and verified security events, telemetry and file integrity monitoring alerts in the Wazuh dashboard.

LifeSync, AI-Assisted Full-Stack Prototype | 2026

- Built self-directed prototype using React Native, FastAPI, PostgreSQL and REST API integrations to organize private personal, health, calendar and financial data in one assistant interface.
- Designed security-oriented workflows for authentication, two-factor authentication concepts, encrypted credential storage and approval-gated actions.

EDUCATION

San Diego State University | B.S. Business Administration, Information Systems | May 2026

GPA: 3.40 | 121 completed units | 30 units of MIS specific coursework

Study Abroad: Chinese University of Hong Kong and Chung-Ang University Seoul, South Korea