

JULIE WILLIAMS

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Summary

Technical Business Analyst and Implementation Consultant with 7+ years of experience delivering SaaS implementations, software integrations, and business process improvements across public safety, HRIS, and enterprise software environments. Experienced in requirements gathering, stakeholder management, workflow design, REST APIs, SQL, and customer-facing consulting. Proven success guiding organizations through discovery, configuration, testing, deployment, and go-live activities.

Websites, Portfolios, Profiles

- [linkedin.com/in/juliewilliams7779](https://www.linkedin.com/in/juliewilliams7779)
- julie-cybersecurityachievements.pages.dev

Skills

- Business Analysis
- Business Process Improvement
- Requirements Gathering
- Discovery Workshops
- Solution Design
- Workflow Design
- Software Implementations
- User Acceptance Testing (UAT)
- Technical Consulting
- Stakeholder Management
- Customer Demonstrations
- Data Migration & Validation
- Systems Integration
- REST APIs
- SQL
- Reporting & Analytics
- JSON
- Analytics Validation
- Low-Code Configuration
- Form Configuration
- SaaS Platforms
- Public Safety SaaS
- CJIS Compliance
- NIBRS Reporting
- Technical Documentation
- Role-Based Access Control (RBAC)

Security and Compliance

- CompTIA Security+ CE
- ISC² Certified in Cybersecurity (CC)
- NIST
- FBI Fingerprint Cleared
- CJIS Security Requirements

Experience

Technical Business Analyst | Contract- Axon(via Clearbridge Technologies) | 10/2025 - Current

- Serve as a customer-facing Technical Business Analyst and implementation consultant supporting the deployment of CJIS-compliant public safety SaaS platforms for law enforcement agencies.
- Effectively translates and communicates technical concepts across all organizational levels, adapting the depth of technical detail to stakeholders, end users, IT personnel, and software engineers.
- Partner with agency leadership, project teams, and technical stakeholders to translate operational requirements into scalable software solutions supporting records management, investigations, reporting, compliance, and operational workflows.
- Configure and validate low-code forms, workflows, business rules, reporting structures, and NIBRS-compliant data models supporting law enforcement operational processes.
- Lead discovery workshops, solution design discussions, customer demonstrations, User Acceptance Testing (UAT), workflow design sessions, and deployment readiness activities throughout the implementation lifecycle.
- Facilitate customer-facing demonstrations of platform capabilities, guiding stakeholders through business processes, technical functionality, reporting features, and workflow automation while gathering feedback and validating business requirements.
- Support customer onboarding, deployment readiness, go-live activities, and platform adoption while serving as a liaison between agency stakeholders, project teams, and implementation resources.
- Validate API integrations, reporting structures, analytics configurations, and data models to ensure alignment with customer requirements, operational workflows, and compliance standards.
- Technical Environment: REST APIs, JSON, XML, SQL, Python, HTML, VS Code, Jira, Confluence, Google Workspace, RBAC, NIBRS, CJIS, SaaS Platforms, AI-Powered Tools

Technical Business Analyst / Technical Engineer | Contract- CentralSquare(via TEKsystems) | 02/2025 - 10/2025

- Supported mission-critical CAD, RMS, and interoperability platforms for law enforcement, fire, EMS, and 911 agencies.
- Adapted communication styles to effectively engage business users, project teams, IT techs, and technical resources throughout the implementation lifecycle.

- Served as a trusted technical advisor throughout software implementations, data migrations, integrations, testing, customer demonstrations, and production support initiatives.
- Facilitated discovery sessions, requirements workshops, solution walkthroughs, and User Acceptance Testing (UAT) activities with agency stakeholders. Demonstrated platform functionality, validated business requirements, coordinated testing efforts, and guided customers through implementation and go-live readiness milestones.
- Supported legacy platform migrations by validating data mappings, troubleshooting conversion issues, and assisting agencies with the transition of operational and reporting data between systems. Designed and validated API integrations, interface specifications, message routing, data transformations, and system workflows supporting secure real-time interoperability between public safety platforms.
- Performed advanced troubleshooting across distributed environments utilizing MongoDB, Kibana, RabbitMQ, PowerShell and server-side diagnostics to analyze logs, identify root causes, and resolve complex production issues.
- Leveraged RDP and administrative tools to support servers, application services, and customer environments.
- Monitored application, middleware, and server logs to validate message delivery, troubleshoot integration failures, support incident response, and maintain system reliability.
- Technical Environment: MongoDB, Kibana, RabbitMQ, PowerShell, Bash, JSON, YAML, REST APIs, SQL, Wireshark, RDP, CAD/RMS Platforms, Data Migrations, CJIS, Distributed Systems, Log Analysis, Server Administration

Information Technology Project Coordinator | Contract- CyberCoders | 08/2024 - 12/2024

- Oversaw enterprise technology deployment initiatives across infrastructure, networking, endpoint, and security-focused environments.
- Partnered with internal teams, vendors, MSPs, and business stakeholders to support implementation planning, deployment readiness, risk mitigation, and operational continuity.
- Served as the primary contributor responsible for developing and documenting IT asset sanitization and technology destruction procedures, creating standardized processes for secure hardware disposal, data destruction, asset tracking, and compliance alignment.
- Authored technical documentation, operational guidelines, and process controls to support data protection, audit readiness, and secure lifecycle management of enterprise technology assets.
- Supported infrastructure readiness assessments, network connectivity validation, system access coordination, and deployment activities across multiple locations.
- Contributed to identity and access management initiatives including MFA deployment, Microsoft Entra ID exposure, Azure AD administration concepts, endpoint security improvements, and cybersecurity awareness efforts.
- Technical Environment: Microsoft Entra ID, Azure AD, MFA, Microsoft Defender, SharePoint, Smartsheet, Office Timeline, IT Asset Management, Data Destruction, Technology Sanitization, Endpoint Security, Infrastructure Deployment, Technical Documentation, Compliance Controls

Project Manager / Customer Transition Consultant | TriNet | 08/2023 - 08/2024

- Led customer-facing HRIS implementation projects for enterprise organizations undergoing payroll, benefits, onboarding, and workforce management transformations.
- Partnered with executive stakeholders to gather requirements, configure solutions, manage project timelines, and ensure successful platform adoption.
- Conducted discovery workshops, requirements analysis, solution reviews, testing activities, data migration validation, and go-live readiness assessments while serving as the primary point of contact throughout the implementation lifecycle.
- Collaborated with cross-functional teams to align technical capabilities with business objectives and deliver successful customer outcomes.
- Managed large-scale migrations of sensitive employee, payroll, benefits, and organizational data from legacy HRIS platforms into cloud-based solutions. Validated data integrity, resolved conversion issues, configured role-based permissions, and supported security controls to ensure compliance, accuracy, and successful production deployments
- Technical Environment: Salesforce, Tableau, HRIS Platforms, Data Migration, Data Validation, RBAC, User Provisioning, UAT, Reporting & Analytics, SaaS Implementations, Microsoft Excel, Google Workspace, Peoplesoft

Implementation Consultant I / Project Manager | ADP | 07/2021 - 08/2023

- Served as a client-facing SaaS implementation consultant supporting enterprise HRIS, payroll, benefits, and workforce management solutions within ADP Workforce Now environments.
- Partnered closely with sales, implementation, and customer stakeholders to understand business objectives, identify operational challenges, and translate workforce management, payroll, onboarding, benefits, and compliance requirements into scalable software solutions and implementation strategies.
- Led discovery workshops, requirements gathering sessions, solution discussions, platform demonstrations, workflow reviews, and training activities with HR leaders, payroll administrators, finance teams, and executive stakeholders.
- Conducted User Acceptance Testing (UAT), workflow validation, payroll verification, and system testing to support successful implementations and customer adoption.
- Managed legacy platform migrations involving sensitive employee, payroll, tax, and benefits data from multiple HRIS and payroll systems into ADP Workforce Now. Validated data conversions, reconciled discrepancies, performed data integrity reviews, configured security roles and user permissions, and supported successful go-live transitions for organizations migrating to cloud-based workforce management solutions.
- Technical Environment: ADP Workforce Now, HRIS Platforms, Payroll Systems, Benefits Administration, Workforce Management, Custom Reporting, Data Migration, Data Validation, RBAC, User Security, UAT, Process Automation, Microsoft Excel

Deacon & Technical Operations Lead | Forestpark Community Church | 04/2021 - 08/2023

- Led technical operations for live services and organizational events, supporting audio/visual systems, network connectivity, system access, and real-time technical troubleshooting.
- Managed technology setup, system reliability, and volunteer enablement to ensure smooth execution of live production environments.
- Designed and maintained basic network infrastructure, including LAN/WAN connectivity, wireless access, equipment configuration, and internal system support.
- Troubleshot technical issues in real time, trained volunteer team members, and supported operational planning for services and events.
- Technical Environment: Audio/Visual Systems, LAN/WAN, Wireless Networking, System Access, Live Production Support, Technical Training, Troubleshooting

Senior Human Resources Manager | Pillar | 09/2020 - 07/2021

- Served as the senior HR leader for a multi-location organization, overseeing payroll, benefits administration, recruiting, onboarding, employee relations, compliance, workforce planning, compensation, performance management, and organizational development.
- Partnered directly with executive leadership to support workforce strategy and organizational growth initiatives.
- Built and launched the organization's employee wellness program from the ground up, established vendor partnerships, negotiated benefits pricing and contracts, managed annual open enrollment, clinic visits for wellness checkups and shots, and facilitated company-wide town halls and employee education sessions.
- Designed and implemented the organization's performance review and compensation programs, establishing performance review processes, compensation planning, merit increases, and employee development programs.
- Directed full-cycle recruiting operations, including workforce planning, job fairs, candidate sourcing, interviewing, onboarding, and hiring strategy across multiple departments.
- During the COVID transition, digitized the onboarding curriculum by implementing Google Classroom as a centralized training platform, developing training content, and serving as the primary facilitator for onboarding programs.
- Maintained responsibility for employment compliance, payroll processing, tax administration, employee investigations, disciplinary actions, terminations, and sensitive employee relations matters.
- Technical Environment: ADP Workforce Now, ADP iReports, Google Classroom, Google Workspace, Payroll Administration, Compensation Planning, Performance Management, Benefits Administration, Workforce Analytics, Recruiting Operations, Vendor Management, Compliance Management, Microsoft Excel

Recruiting Coordinator | EmployBridge | 03/2019 - 08/2020

- Managed candidate pipelines, applicant tracking systems, background adjudication processes, payroll processing, onboarding workflows, and hiring documentation while ensuring compliance with organizational and regulatory requirements.
- Supported high-volume recruiting, onboarding, compliance, and workforce operations within a fast-paced staffing environment.
- Conducted candidate screenings, employment verification including non tentative confirmations, criminal background reviews, education verification, MVR reviews, and compliance assessments to support informed hiring decisions.
- Maintained accurate workforce data, candidate records, and onboarding documentation while coordinating with hiring managers, candidates, and external agencies.
- Developed onboarding materials and process documentation to standardize training resources and enhance hiring consistency.
- Analyzed workforce reporting and recruiting metrics to identify hiring trends and support staffing initiatives with actionable insights for leadership teams.
- Technical Environment: Applicant Tracking Systems (ATS), Background Screening Platforms, Workforce Reporting, Compliance Documentation, Candidate Data Management, Onboarding Systems, Microsoft Excel, Greenhouse, UltiPro

Technical Projects and Professional Development

- **Cybersecurity Home Lab & Network Segmentation**, Linux, Kali Linux, VirtualBox, Raspberry Pi, Wireshark, Designed segmented lab environments utilizing VLANs, DHCP, DNS, and firewall concepts. Conducted packet analysis and Linux administration activities.
- **Digital Forensics & Incident Response Lab**, TheHive, Autopsy, Linux CLI, Performed disk image analysis, forensic acquisition, incident triage, evidence review, and investigative workflow exercises.
- **Cloudflare Pages Deployment & Web Hosting**, Cloudflare Pages, CI/CD, Git, Deployed production websites utilizing automated deployment pipelines and modern web hosting practices.
- **SQL Server Administration & Reporting Lab**, SQL Server Express, SSMS, SQL, Created databases, permissions, reporting datasets, backup strategies, and advanced SQL queries supporting analytics and business reporting.

Education

New Horizons Computer Learning Centers

Technical Diploma: Information Technology