

RANDALL ("RANDY") CRANE

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randy-work.thecrane.family

DATA-DRIVEN PROBLEM-SOLVER & STORYTELLER Delivering Transformation in People, Processes, & Technology

Dynamic, versatile **Applications Analyst** skilled in analyzing & synthesizing data and supporting new technology implementations to improve processes and obtain desired results with high efficiency. Experienced leader developing individuals and teams, creating customized programs, and managing complex and escalated issues. Exceptional interpersonal and communication skills, building rapport with diverse audiences, delivering complex or hard-to-understand content with ease, and improving performance.

Data-Oriented • **Attention to Detail/Accuracy** • **Affinity for Numbers** • **Analytical**
• **Time Management** • **Advanced Excel** • **Interpersonal Skills** • **Advanced Oral & Written Communication** • **Data Synthesis & Pattern Recognition** • **Collaborative**
• **Naturally Curious, Fast Learner**

PROFESSIONAL HIGHLIGHTS

APEX SYSTEMS, Newport Beach, CA

2018 to Present

Sr. IS Applications Analyst – Contracted to Providence St. Joseph Health

- Performs application discovery—server information gathering, Windows 10 compliance, Active Directory group discovery, and additional support information—along Cardiology, Radiology, Oncology, & Clinical Specialty Apps service lines for 240+ applications.
- Creates test plans, coordinates & conducts User Acceptance Testing for Windows 10 compatibility.
- Develops ad-hoc data tools—including Excel reports, pivot tables & charts—to enable team members to get a quick grasp of their current project status, identify how to act most efficiently, and report useful metrics.
- Coach and mentor newer team members, answering questions and helping them become successful in the shortest possible time.

INDEPENDENT CONTRACTOR/SELF-EMPLOYED, Irvine, CA

2011 to Present

Business Manager

- For Crane Massage Therapy (Tustin, CA), handles all non-client-facing aspects of the business. Develops budget & forecasts, develops and maintains regular reporting—as well as producing ad hoc reports as needed—ensuring compliance with city licensing requirements, and providing data-driven actionable recommendations to guide business strategies and tactics.

Consultant (Database Cleanup & Migration Project)

- For Journey Christian Church (Irvine, CA), located data of varying quality held in **7 disparate sources** throughout the organization, compiled, analyzed, cleaned, and entered into master database, ensuring high quality and integrity of the data. Used SQL-based queries to clean and prepare database for migration.

Copy Editor

- Copyedits books on a variety of subjects, including Disney, education, technical skills for educators, running, and spirituality/faith.

Author/Speaker

- Author of two books. Speaks for groups of all sizes on subjects from and related to these.

Travel Consultant

- Designs customized travel packages to create unforgettable customer experiences. Specializes in Disney Parks and Resorts packages and works closely with customers to set expectations and ensure exceptional quality and memorable results.

CDF CAPITAL, Irvine, CA

2004 to 2017

Multiple Roles

- New online banking system increased batch processing time by 50%+ & added a person to the process. Developed, deployed, and trained Investments team on a set of templates that **reduced the increased processing times down to 10% or less, with increased**

accuracy and no additional staff required. Implemented new data quality processes and procedures to maintain the results.

- Led delivery of **OnBase** document storage solution and served as **system administrator**, working closely and collaborating across cross-functional teams to gather requirements, customize modules, resolve issues, and meet or beat deadlines.
 - Rolled out barcode scanning, **reducing time required by 70% & increasing accuracy to near 100%**.
 - Designed & implemented virtual file cabinet system, **increasing data retrieval efficiency by 40%**.
- Implemented new property management software (Yardi Genesis), **improving process efficiency by 60%** for management of \$140m+ in REO properties. **Eliminated delinquent property tax filing fees.**
- Developed standard documentation for loan servicing process, which **enabled the team to service loans without errors or delays with no additional training required.**
- **Managed 4-person Loan Closing team** and served as escalation point for complex loans. Managed loan process from point of loan approval and **closed \$125M+ in first and second trust deed loans** per year, meeting all deadlines and providing exceptional customer service.

EDUCATION

Bachelor of Science (BS)	WESTERN GOVERNORS UNIVERSITY, Salt Lake City, UT
<i>Information Technology – Data Management/Data Analytics (in progress)</i>	
Master of Arts (MA)	HOPE INTERNATIONAL UNIVERSITY, Fullerton, CA
<i>Congregational Leadership</i>	
Bachelor of Arts (BA)	HOPE INTERNATIONAL UNIVERSITY, Fullerton, CA
<i>Church Ministry (emphasis in Preaching)</i>	

OTHER HIGHLIGHTS

AUTHOR & SPEAKER

- Author of:
 - *Once Upon YOUR Time* (a time management book)
 - *Faith and the Magic Kingdom*
- Speaking engagements for up to 400+ on subjects from and related to these

PROFESSIONAL CERTIFICATIONS / AFFILIATIONS

- CompTIA A+ Certification
- CompTIA Network+ Certification (in progress)
- Member – Toastmasters International
 - *Club Secretary 2018-2019*
 - *2019 International Speech Contest District Finalist*
- Member – Mensa International

VOLUNTEERING

- Production Manager for Journey Christian Church
- Fundraiser/Runner (5K - Marathon distances) for Team Muscle Makers & Free Wheelchair Mission