



BRADLEY SCHILL

Cincinnati, Ohio | (513) 301-3238 | BWRSchill@gmail.com

IT professional with over 9 years of experience. Strong expertise in optimization, analytics, and troubleshooting. I am always looking for new opportunities to learn and improve my skills.

EXPERIENCE

AUG 2025 -
PRESENT

ITIL SENIOR IT BUSINESS ANALYST, RYDER

- **Lead IT service and process improvements** by analyzing business needs, mapping workflows, and aligning solutions with best practices across all support areas.
- **Translate complex business requirements into clear functional specifications** and partner with technical teams to deliver high-quality solutions, integrations, and enhancements.
- **Drive operational excellence** through data analysis, root-cause investigation, documentation, and continuous improvement initiatives that strengthen service reliability and user experience.

FEB 2024 -
AUG 2025

ERP IMPLEMENTATION SPECIALIST, NUWAVES RF SOLUTIONS

- My primary role is to streamline all company operations through automation solutions
- Support the operations applications through the High GCC and CMMC compliance standards
- Administer and effectively optimize applications by working with cross functional teams to continuously improve functionality

NOV 2022 -
FEB 2024

MANHATTAN SCALE IT APPLICATION SUPPORT MANAGER, RYDER

- Managing SCALE support ticket queues to ensure customer success and warehouse optimization
- Creating reports, metrics, and goals while coaching my resources towards driven initiatives
- Managed the movements of 25 resources for Manhattan SCALE projects across North America on the Manhattan Scale Platform
- Creation and development of MS SQL Stored procedures as needed

SEP 2019 -
NOV 2022

MANHATTAN SCALE IT SUPPORT SPECIALIST, RYDER

- MS SQL database query/updates
- Application Server and SQL server/Database health monitoring and alerts
- API troubleshooting via postman

CERTIFICATIONS / AWARDS

- BPA Network Design Team National Finalist 2015 & 2016
- 1st Place 2015 BPA IT Fundamentals & PC Troubleshooting
- MTA Network Fundamentals Certification
- MTA Security Fundamentals Certification
- California Law Enforcement Telecommunications System Certification
- Criminal Justice Information Services Certification

EDUCATION

High School Diploma
Oak Hills High School
2012-2016

Technical School Diploma
Diamond Oaks Career Campus
2014-2016