

Kimberly Reddick

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PROFESSIONAL SUMMARY

Business Systems Analyst with 25+ years of experience improving business processes through automation, reporting, technical documentation, and enterprise technology solutions. Experience supporting Microsoft, IBM, CVS Caremark, and small-business operations, with a focus on practical solutions that streamline workflows and improve productivity.

SELECTED ACCOMPLISHMENTS

- Designed and implemented enterprise automation that contributed to more than \$1 million in operational savings.
- Restored enterprise reporting by reverse engineering an undocumented data warehouse.
- Designed enterprise healthcare infrastructure supporting mission-critical applications.
- Developed automation solutions using PowerShell, Python, Bash, and Google Apps Script.

CORE COMPETENCIES

Business Analysis • Process Improvement • Workflow Automation • Reporting & Data Analysis • Technical Documentation • Google Workspace • Microsoft 365 / Entra ID • PowerShell • Python • SQL • QuickBooks Online

PROFESSIONAL EXPERIENCE

Walker's AG Supply | Business Systems / Billing / Operations | October 2025 – Present

- Process customer billing, invoicing, payroll support, and sales tax reporting using QuickBooks.
- Design custom Google Workspace solutions to streamline workflows and reduce manual tasks.
- Create reports, operational tools, labels, documentation, and standardized procedures.
- Identify automation opportunities to improve operational efficiency.

Kim Simple Solutions | Founder / Business Solutions Developer | July 2026 – October 2026

- Founded a business focused on practical automation and business solutions for small businesses.
- Designed and developed Google Workspace applications using Google Sheets, Forms, and Apps Script.
- Created workflow automation, pricing tools, reporting systems, and operational applications.
- Managed product lifecycle activities including business analysis, development, documentation, branding, marketing, and customer support.

Apex Systems (Microsoft) | Technical Support Specialist | November 2023 – May 2025

- Supported Microsoft 365 enterprise customers specializing in authentication and Microsoft Entra ID.
- Resolved complex identity synchronization and licensing issues.
- Developed PowerShell automation to reduce repetitive troubleshooting tasks.
- Collaborated with Microsoft engineering teams to resolve enterprise support issues.

IBM | Cloud Identity & Automation Specialist | August 2014 – May 2023

- Developed enterprise automation using Python, Bash, and IBM TDI.
- Designed reporting systems and automation supporting identity management environments.
- Reverse engineered an enterprise data warehouse, restoring operational reporting capabilities.
- Created documentation and knowledge repositories for team onboarding.
- Designed certificate lifecycle management solutions that reduced operational risk.

Advance Paradigm (later AdvancePCS, Caremark, and CVS Health) | Configuration Management & Enterprise Systems Engineer | March 2001 – November 2003

- Designed enterprise infrastructure architecture for a mission-critical healthcare prescription refill platform using Apache and Oracle WebLogic.
- Led planning, documentation, and migration of the platform following the merger with Caremark.
- Designed an automated static-content deployment solution contributing to more than \$1 million in operational savings.
- Developed automation improving deployment workflows and release management across environments.

EDUCATION

CERTIFICATIONS

QuickBooks Online Certification – Level 1 • QuickBooks Online Certification – Level 2