

# LORY HINTZ

**address**

403 Carter Center,  
Boston, MA

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## Experience

### Schultz-Welch

Chicago, IL || Information Technology || 04/2020 – present

- Developed a digital strategy to enhance the overall customer experience
- Deployed eCommerce and mobile solutions to build customer loyalty and grow sales
- Working knowledge of new tools in digital experience and customer experience
- Strong understanding of digital marketing principles
- Knowledge of best practices and trends in digital channels for sales and customer feedback such as social media, chatbots, ecommerce, websites, SEO, and digital advertising

### Hickle-Kunze

Chicago, IL || Information Technology || 03/2013 – 02/2020

- Documented evidence of teaching excellence, including date of award
- Documentation of research and publication in the field
- Experience within professional services sectors such as legal, banking, insurance
- Experience with ServiceNow and other ITSM job submission system configuration, implementation, and support
- Experience with workflow design, databases and data integration, networking, infrastructure, data storage, active directory, Cloud, SaaS, InfoSec, data content handline, document and records management systems

## Education

### Parsons The New School for Design

Bachelor's in Computer Science

## Skills

- Decision-making and strategic planning skills
- Knowledge of online learning and medical/nursing simulation technologies
- Logical, analytical thinker with great influencing skill
- Able to learn new computer applications and technologies quickly
- HHS knowledge
- Organizational Change Management knowledge
- Business Process Mapping experience
- Understanding and experience with Medicaid business processes
- Proactive, highly self-motivated, self-directed, and attentive to detail