

LORY HINTZ

address

403 Carter Center,
Boston, MA

tel +1 (555) 298 0193

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