

COLIN S. FREY

Technology Resource Specialist

📍 Gardiner, ME

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Education

Certificate in Web Development, Saint Joseph's College of Maine

Business Administration, Southern New Hampshire University

Technical Expertise

- JavaScript
- SQL
- MySQL
- RESTful APIs
- Express.js
- Test-Driven Development
- Node.js
- Git & Github
- Heroku
- Model-View-Controller (MVC Architecture)
- Amazon Alexa Skills
- JSON
- Mocha, chai, express
- NiM Developer Tools
- Amazon Web Services (AWS)
- Salesforce.com
- Microsoft Office

Executive Summary

A rising developer and IT software engineering innovator who is piloting business-centric roadmaps, empowering independence and inspiring the next generation of enterprise growth. A visionary who serves as a catalyst for sustainable change by empowering infrastructure and product teams through data-driven impact. A driver of continuous improvement who is rethinking what's possible, transforming complex obstacles into tangible and profitable solutions. Applies extraordinary acumen in pushing the boundaries of what's possible.

IT Developer Innovator

Transformational Leader / Software Engineering Collaborator

Team Mentor / Trusted Business Partner

Digital & Strategic Alchemist

JavaScript, SQL, MySQL, Node.js, RESTful APIs, AWS

'An exceptional Technology Strategist and Executive Leader, with passion, and the drive for perfection...'

"Colin navigated troubled waters with confidence, keeping the organization's goals and needs paramount, but at the same time collaborating with the unions and the employees they represented. Despite the challenges created by that environment, Colin increased employee morale, increased collections and streamlined every aspect of our operation."- VP of Operations

Professional History

2018 - 2019 Human Resources Recruiter

Sure Winner Foods

Sure Winner Foods provides wholesale distribution of frozen DSD.

- Shaped and supported the strategic planning, organizing, direction, and counsel for the Human Resources Talent Acquisition team.
- Targeted recruiting through behavior-based screening to identify candidates with exceptional potential.
- Piloted all personnel policies, procedures, recruitment, placement, benefits, training, promotions, and equal employment program in conformance with state and federal statutes and regulations.
- Optimized all payroll, benefits administration, employee engagement, workers comp administration, short term priorities, and employee work schedules.
- Drove organizational professionalism, performance, and pride.

2017 - 2018 Account Manager

American Red Cross

The American National Red Cross operates as a non-profit organization and offers community services, as well as the collection and distribution of blood donations.

- Spearheaded all strategic planning, recruitment, marketing, HR staffing, scheduling, and sponsor CRM to achieve established blood collection goals.
- Conceptualized and authored comprehensive strategic plans through market knowledge, community, government, demographics, and competitors to identify areas for market expansion in assigned territory.

Skills

Enterprise Portfolio Management
IT Program / Product Management
Strategic Sales, Planning, Forecasting & Analysis
Software Development/Management
Digital Transformation
SaaS
RFP Roadmap Development / Management
Customer Centricity / CRM
Supply Chain / Channel Strategies
Financial Modeling / Analysis
Go-to-Market Strategy
Strategic Enterprise Transformation
Merger / Acquisitions
Predictive Data Analytics
Training / Leadership / Mentorship
Negotiations / Contractual Partnerships
Cross-Functional Team Leadership
Collaborative Thought Leadership
Innovation / Vision / Goal Setting
Business Planning / Development / Risk Management
Communication / Collaboration
Influence / Resilience / Integrity
Conflict Resolution / Compliance
Continual Process Improvement
Operational Assessment / Excellence
Execution & Results

2015 - 2017 Director of Operations

American Red Cross

- Implemented strategic direction to achieve cost-effective annual goal collection; consistently under budget by restructuring field management team to align with process improvement initiatives.
- Drove a 30% improvement in compliance score in MA.
- Navigated organizational restructuring to successfully install functionalized management structure.
- Won 9 successful labor contracts in 18 months; cross-functionally collaborated with labor organizations while negotiating local collective bargaining agreements.
- Ignited a 15% improvement in Frontline productivity (across all regions).

2013 - 2015 District Manager

American Red Cross

- Piloted daily operations of up to 10+ blood drives; led management staff of nine supervisors, responsible for a workforce of 80 team members.
- Transformed performance metrics and provided clear and concise goal-oriented communication to the team.
- Cut costs while ensuring production targets were met and improved; lowest operating costs in 7+ years.
- Coached and mentored employees through leading and influencing on multiple national projects, and improving team member satisfaction while simultaneously exceeding all financial targets; decreased turnover by 20% in the first year.
- Optimized staffing levels within the payroll budget and productivity metrics as well as exceeding hiring goals through a rigorous selection process.
- Spearheaded all training and development for team members as well as administering all annual performance reviews.
- Ensured adherence to corporate policies and procedures while engaged in effective communication with corporate leadership teams and stakeholders.

2011 - 2013 Divisional Instructor II

American Red Cross

- Oversaw training of new employees; led the development of a continuous training cycle driving engagement and retention.
- Authored quarterly and annual reviews for direct report staff; conducted course evaluations to maximize trainee and employer satisfaction.
- Chosen to represent ARC Northern New England in national training programs.

2010 - 2011 Team Supervisor

American Red Cross

- Architected 100% compliance with all ARC operational procedures and external regulatory entities; revitalized multiple fixed sites and mobile blood drives.
- Maximized effective working relationships with clients to drive customer satisfaction.
- Drove daily performance of a team of eight collection specialists.