

Jacob L. Lewis

Address Omitted

jacobllewis@outlook.com

Phone Omitted

Education

Wichita State University

Fall 2014 – May 2019

Bachelor of Business Administration

Major in Management, Minor in Finance, additional studies in International Business

University of Denver

December 2021 – June 2022

Coding Bootcamp Certificate

HTML5, CSS, JavaScript, jQuery, Express.js, React.js, Node.js, progressive web apps, agile methodology, computer science, database theory, MongoDB, MySQL, Git

Experience

Associate DevOps Engineer

February 2022-Present

Credit Union of Colorado, 1390 Logan St. Denver, CO

- Work with Release Engineer and Enterprise Application Administrator to identify opportunities for process automation
- Responsible for coordinating proper application and software release testing for proper performance and reliability using applicable tools such as Quality Assurance software
- Review and maintain application and release testing documentation. Including information about stable release versions, identified and resolved bugs, and potential issues that the developers may need to address post-deployment
- Assist application development team and release engineer with deployment strategy and capacity planning across development, QA, staging and production environments.
- Assist Enterprise application operation team maintain, upgrade, patch and support enterprise applications and software
- Provided unique end-user perspective to project teams while effectively communicating in both plain and technical jargon

Member Services Supervisor

June 2021 – February 2022

Credit Union of Colorado, 1990 W 10th Ave. Broomfield, CO

- Recruit, onboard, train and develop 4 Member Advocates
- First branch to have Microsoft Surface technology with no service impacts after launch
- Hosted and delivered One-on-One meetings, Mid- and End-of-Year-Appraisals, and Performance Improvement Plans
- Drafted 2022 Branch Budget
- Procured all relative compliance, security, vault, safe box, teller and office resources to ensure seamless opening
- Co-Organized Grand Opening Event and Here to Help Day for new branch



- Created relations with Broomfield FISH, Broomfield Chamber of Commerce, and City and County of Broomfield as well as many small businesses in the Broomfield area

Credit Union of Colorado, 15 Bodo Drive Durango, CO

March 2020 - May 2021

- Branch Leader during Credit Union Merger
- Onboarded 8 Member Advocates and my superior simultaneously
- Managed vendor relations for contractors, security, internet, remodel, and new products/services
- Projects: CDR Deployment Team, SparkPlug Team Lead, Digital Ambassador Leadership Team, GreenPath Leadership Team, Business Specialist, Share Drive Pilot Test Team, POSH Core Team, Mortgage Application Test Team.
- Worked cohesively with Records, Risk, Project Management, Branch Operations, Facility Management, and IT to complete merger and ensure record retention as well as up-to-date equipment and facilities
- Drafted 2021 Durango Budget & Case for Employee Count
- Attended 25+ leadership development courses to continue my development as a leader

Member Advocate

January 2018 – March 2020

Credit Union of Colorado, 1390 Logan Denver, CO & Credit Union of Colorado, 1800 Jackson St Golden, CO

- Credit Counseling SME Team Co-Leader 2019/2020, Preferred Dealer Network SME 2018
- On the Job Trainer - Mentored new staff and coached current branch staff
- Graduated from Emerging Leader Program Dec. 2019 & New Employee Orientation Project Team
- Attended multiple Community Outreach/Development events with Colorado School of Mines and the Golden Community

Teller

March 2015 – December 2017

Credit Union of America, 711 W Douglas Wichita, KS

- Teller Trainer for new automated cash dispense machines
- Selected as branch resource for members during new online banking software roll out
- Created schedule for teller team of 6

Book Keeper/ Consultant

September 2015 – December 2017

Wegs and Sons, LLC, 1333 N Crestline Wichita, KS

- Managed and completed accurate payroll for company of 12
- Created, billed, and reconciled all invoices and AR/AP transactions
- Innovated company by:
 - Upgrading to electronic invoices and adding cloud-based accounting software
 - Creating and overseeing distribution of company first marketing materials
- Implemented procedures to ensure accurate payroll, billing and to optimize service routes