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EDUCATION

Degree Programs

Pennsylvania State University

Master of Public Administration
Completion – 05/2019

Illinois State University

Bachelor of Social Work
Concentration: Community Organizing
Completion – 08/2011

Certification Programs

Hack Reactor By Galvanize

Full-Stack Software Engineering
Est. Completion - 03/22

Skill Competency Certificates

Data Analytics

Google Career Certificate
April 2021 - 180 hours



Tools for Data Science

IBM Developer Skill Network
May 2021 - 40 hours



Project Management

Google Career Certificate
June 2021 - 140 hours



Python for Data Science

IBM Developer Skill Network
June 2021 - 30 hours



COMPETENCIES

Behavioral Competencies

Adaptability/Decisiveness

Analytical

Emotional Intelligence Empathic

Initiative/Perseverance

Interpersonal Skills

Interdisciplinary Collaboration

Organization Skills

Remote/Virtual Workforce

Process-Driven Problem Solving

Results-Oriented

Solution-Focused

Team-Oriented

TERRY A. BROOKS, JR.

PROFESSIONAL EXPERIENCE

SOLUTIONS ENGINEERING ONBOARDING SPECIALIST

Mode Analytics Inc. | San Francisco, CA | May 2021 – Current

- Ensure recently acquired customers successfully implement Mode as an analytics and business intelligence component in their modular data stack; by creating a partnership as a trusted technical advisor and owning every aspect of the relationship for the first 90 days as a customer.
- Conduct an initial comprehensive discovery during the project kickoff to gain a deep understanding of the organization, industry, data types, and primary and secondary use cases for Mode and consistently validate those use cases through iterative discoveries as the implementation project progresses.
- Partnering with customers to help them navigate change management and drive adoption of Mode as a new way of working within their business and providing best practices that best support their specific needs and requirements.
- Serve as a subject matter expert on the technical aspects of migrating data sources, users, and data assets/reports from all major competitors, often requiring the creation of custom API programs using Python to further enable and support a customer's migration and adoption.
- Serve as a technical product expert and primary trainer on functionality, features, and best practices by supporting data analysts, engineers, and developers in both asynchronous SQL or Python code reviews or via concurrent working sessions providing advice or custom solutions.

CUSTOMER SUCCESS ONBOARDING SPECIALIST

Olo, Inc. | New York, NY | Nov 2019 – May 2021

- Develop, implement and execute comprehensive onboarding and software implementation plans for mid-market to enterprise level customers (100 - 600 vendors) ensuring that the desired KPIs and SLAs were maintained.
- Support customer accounts to maintain favorable, long-term client satisfaction by cultivating and maintaining positive relationships with key internal and external stakeholders.
- Provide support in partnership with the Customer Success team to diagnose, research, document, and resolve escalated issues related to new vendor's merchant accounts, Point-Of-Sale (POS) integration, and order transmission from third-party marketplaces (i.e. DoorDash, UberEats, Postmates, etc.)
- Create well-defined data queries (SQL) to yield accurate and relevant data to provide data-driven insight for decision-making, as it relates reviewing and revising internal processes.
- Ensure continued software/platform adoption by creating comprehensive client specific case studies and providing targeted product solution consultation to maximize client's capacity utilization.
- Serve as a trainer, subject matter expert (SME) and trusted POC for clients. Ensuring client success by continuous communication of incidents, use case variations and degraded user experiences with the product management, engineering and relevant technical specialists.

Technical Competencies

Application Program Interface (API)

Scripting

Change Management

Community Engagement and Organizing

Corporate Instructional Design – Adult

Learner

Data Analytics

Data Integrity

Data Modeling

Design Thinking

ETL Framing

Human Resource Compliance – FCRA
Management - (150 Direct Reports)

New Hire Onboarding

Operations Management

Payroll – 200 Employees

Project Management

Risk Management and Mitigation Scrum

Agile Methodology

Software Implementation/Onboarding

Strategy Development

Team Management

Technical Product Training – In-Person &

Virtual

Version Control/Git

Machine Language Competencies



Cascading Style Sheets (CSS)
Fluent (3 Years Experience)



HyperText Markup Language (HTML)
Fluent (3 Years Experience)



Javascript
Conversant (< 1 Year Experience)



Python
Conversant (1 Year Experience)



Structured Query Language (SQL)
Fluent (5 Years Experience)

IMPLEMENTATION PROJECT MANAGER - OPERATIONS

VCare Technology | Philadelphia, PA | March 2017 – Oct 2019

- Develop and continuously manage detailed project plans and artifacts that serve as the road map for the project, as well as a single source of truth for internal and external stakeholders.
- Partner with key stakeholders to manage the initial development, testing, and production rollout of contracted services, ensuring client-specific requirements are met by identifying and operationalizing key success metrics.
- Create and coordinate a Quarterly Business Review with the client to use qualitative and quantitative data to review the progress on goals and deliverables.
- Installing quality control and quality assurance measures and identifying leading indicators of service level failures.
- Convert project plan to an operations run-book for the account manager and operation managers to manage the day-to-day of the contact, as well as the longer customer lifecycle.

CLAIMS ADJUSTER II

First Acceptance Insurance | Lombard, IL | Aug 2014 – Feb. 2017

- Investigate, evaluate, and negotiate property and casualty claims from 5 states including subrogation claims, in order to reach a fair and equitable settlement with a non-standard carrier setting.
- Settle property damage and bodily injury claims within my prescribed authority level of \$10,000, while meeting strict statutory deadlines.
- Work with third party carriers, attorneys and vendors in the advancement and resolution of the claim through formal and informal negotiation forums.
- Draft timely written correspondence consistent with industry and company standards that are in response to an inquiry about the claim or to notify parties of action or status of the claim.

PATIENT SERVICE COORDINATOR – Patient Access

University of Chicago Med Cntr | Chicago, IL | April 2013 – Aug. 2014

- Collect demographic, insurance, financial information and registers the patient in GE Centricity and other applicable information technology systems, Primarily EPIC.
- Gather, coordinates, tracks, and records flow of patient movement including initial admission, transfer, and discharge from the facility.
- Maintain, update and enter data information systems including patient information, staff assignments, care team information.
- Assist with medical necessity documentation to expedite approvals and ensure that appropriate follow-up is performed.
- Interview patients to determine how they can be assisted in receiving authorizations for their medication and procedures.

ADMINISTRATIVE, DEVELOPMENT AND RISK MANAGEMENT INTERN

Branch Family Institute | Chicago, IL | July 2012 – March 2013

- Supervise, orientate and train externs on agency procedures and processes of the office.
- Analyze and restructure internal systems such as billing, recordkeeping, and client document to ensure efficacy and compliance with federal, state and grantor guidelines.
- Plan and co-manage agency annual events and fundraisers with budgets of up to \$25,000 and 50 to 300 in attendance.
- Serve as a database administrator for electronic client relation management (CRM) system.
- Administration of general liability, error, and omission and malpractice insurance occurrences.