

Functional Consultant Functional Consultant Functional Consultant Arvada, CO Execution focused professional with 15+ years of increasing responsibility driving enterprise initiatives targeted to improve the customer experience through enhancing internal business processes, leveraging technology to support organizational goals, and empowering employees to take ownership of results. Work Experience Functional Consultant Ball Corporation - Broomfield, CO April 2012 to March 2019 Selected to be part of the newly formed Business Process Management division focused on Operations and Manufacturing Engage Stakeholders to map As-Is and To-Be processes and justify continuous improvements through analysis and business cases Schedule/Plan/Execute/Deliver project portfolio that met business, engineering, and IT needs Implementation and training of plant line monitoring system for North America and Asia Beverage Can and Closure plants that measured production, throughput, and efficiency Lead Senior Analyst for team supporting Plant personnel responsible for Lean focused process improvements with analysis (SQL), report writing (SSRS), and data collection (SCADA system) IT Project manager for Engineering global rollout of Siemen's Teamcenter (product lifecycle management-PLM) Support Manager Culinary Software Services - Boulder, CO September 2011 to April 2012 Direct supervision of 4 employees responsible for providing technical support for multiple products and an install base of over 10,000 customers Manage testing of all software releases and Quality Assurance on all software shipped Led product & marketing meetings with Senior Managers and Developers to prioritize bugs and design new features Senior Manager of Restaurant Technology Quiznos - Denver, CO October 2010 to January 2011 Accountable for the development and support of the Quizno's global point of sale (POS) system used in 3000+ restaurants globally with responsibilities including: Membership in the monthly Senior Marketing & Operations Steering Committee. Management of strategic vendor relationships including credit card payment processors and hardware/software suppliers st 10032 W 81 Drive Arvada, CO 80005 303.570.5463 nathanhjacobsgmail.com Oversight of POS deployment and implementation projects including special marketing events for the U.S., Canada, and Puerto Rico Coaching junior support and help desk managers with departmental process transformation projects and

performance measurement tools Software Support Supervisor ZOLL - Broomfield, CO April 2008 to October 2010 Accountable for a department of 30 employees responsible for supporting 8 product lines to over 600 EMS and Fire agencies Led multiple project teams focused on product and process improvements including: Product upgrades allowing secure data transmission between EMS/Fire agencies and the National EMS Information System (NEMSIS) Multiple call center process improvement projects to increase efficiencies that resulted in over a 75% decrease in the amount of average daily open support tickets Implemented Click-to-Chat support solution Implemented Customer Survey system Restructured ticketing system and created dashboard reports for Senior Leadership IT Manager / Project Manager Imagine Nation Books, LTD - Boulder, CO August 2005 to December 2007 Direct supervision of 5 employees responsible for providing sales technology support to over 350 outside sales agents. Served as Project Manager on multiple business and IT initiatives including: Formalization and implementation of multiple organizational policies Deployments and upgrades to network infrastructure (Citrix/MS Server 2003, MS SQL 2005) and telecommunications systems Selection and Implementation of an electronic document management system Development of an e-commerce website for external sales force Creation of support department metrics Developed and led product training of external sales force

Education Master of Business Administration in Business Administration Webster University - Greenwood Village, CO Bachelor of Business Administration in Management Information Systems University of Iowa - Iowa City, IA Skills Teamcenter, Microsoft Office (10+ years), SQL (10+ years), Report Writing (10+ years), Microsoft Project (8 years) Assessments Memorization & Recall Expert August 2019 Measures a candidate's ability to commit product or merchandize information to memory and recall at a later time. Full results: https://share.indeedassessments.com/share_assignment/czhisoxjscdzgist Management & Leadership Skills: Planning & Execution Expert August 2019 Measures a candidate's ability to effectively plan and manage resources to accomplish organizational goals. Full results: https://share.indeedassessments.com/share_assignment/rvx3bfxqfe1avov9 Organizational Skills Expert August 2019 Arranging and managing information or materials using a set of rules. Full

results: https://share.indeedassessments.com/share_assignment/cm1c7f4asmyqcdry Management & Leadership Skills: Impact & Influence Highly Proficient August 2019 Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal. Full results: https://share.indeedassessments.com/share_assignment/ecptptkmyiq-bbjp Project Management Skills: Time Management Expert August 2019 Prioritizing and allocating time to effectively achieve project deliverables. Full results: https://share.indeedassessments.com/share_assignment/o6xjnno7-n8wja8 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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