

Adam Rice

MBA Graduate / Experienced Solution Analyst

Carmel, IN

adamcoltonrice@gmail.com

(812) 483-0497

Helping Companies Translate Their Business Goals to Reality

Authorized to work in the US for any employer

Work Experience

Solution Analyst

Healthx - Indianapolis, IN

April 2017 to Present

Assess customer business and functional requirements and recommend best practices. Utilize my experience with HTML, CSS, SQL, and Javascript to improve client portals. Train new solution analysts. Facilitate meetings to complete objectives on time and identify any risks that could impact delivery. Collaborate with multiple departments including services, sales, and engineering to ensure project and customer success. Lead internal and customer teams to meet project goals and deadlines. Manage the customer relationship by communicating project progress and addressing concerns in a timely and professional manner. Define and lead meetings to accomplish project task and objectives efficiently.

Client Services Representative

myCOI - Carmel, IN

June 2015 to July 2016

Assisted insurance agents and myCOI clients answering questions regarding the use of the myCOI software as well as insurance compliance.

Field Marketing Specialist

NextGear Capital - Carmel, IN

June 2014 to April 2015

- Coordinated nationwide in-auction marketing materials with our field executives and auction partners and attended conventions, trade shows and special auction events
- Collaborated with the sales department to create marketing campaigns that would increase brand awareness and strengthen the relationship with our auction partners
- Monitored and approved promotional campaign requests made by field executives based on historical data, adjusting campaigns when necessary

Customer Service Advisor

NextGear Capital

November 2013 to June 2014

- Served as a liaison between field executives and the 8 corporate office departments
- Monitored 35 customer service representatives and provided assistance with complicated issues and aggressive customers. Also interviewed applicants for the Customer Service Representative position

- Volunteered to generate monthly reports using Excel that alerted customers in our leased vehicle program of upcoming payment dates

Customer Service Representative

NextGear Capital

February 2013 to November 2013

Consistently exceeded the departments established monthly productivity records resulting in being awarded the Employee of the Month award after just four months on the floor (June 2013)

Education

Front-End Software Engineering

Turing School of Software Development (Certificate Program) - Denver, CO

August 2016 to March 2017

Master's in Business Administration

Ball State University

2012

Bachelor of General Studies

Ball State University

2009

Skills

Microsoft Office (10+ years), Customer Service (4 years), Marketing (1 year), Javascript (1 year), CSS (2 years), HTML (2 years), Project Coordination (2 years), SQL (Less than 1 year)

Links

<https://www.linkedin.com/pub/adam-rice/29/628/a9b>

Awards

Dealer Services Employee of the Month

June 2013

Named employee of the month for the Dealer Services Dept at NextGear Capital.