**Benjamin J. Skoog**

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| 1700 Bassett Street, Denver, Colorado 80202 |
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**WORK EXPERIENCE**

**Technical Solutions Consultant**

[*Optimizely*](https://www.optimizely.com/) *- Remote - August 2022 to Present*

**Solutions Consultant**

[*GYANT*](https://gyant.com/) *– Remote – March 2021 to July 2022*

**Management Consultant**

[*Arcadis*](https://www.arcadis.com/en) *– Buffalo, NY – March 2018 to March 2021*

**EDUCATION**

**University at Buffalo, The State University of New York**

Bachelor of Science, Chemical Engineering – Graduation Date: May 2018

**GPA: 3.4/4.0**

**PROJECT/ROLE EXPERIENCE**

**Optimizely (August 2022– Present)**

**Solutions Consultant**

*Expert Services at Optimizely*

Responsibilities

* Participate in the pre-sales process by conducting scoping sessions for high priority integrations to gain an understanding of our client’s use cases, goals, pain points and success criteria.
* Participate in the redaction of statement of work and addendums to highlight the recommended integration method and its associated cost/effort based on the scoping outcomes.
* Serve as the architect and platform expert for all integrations, providing guidance to new and existing customers on how to best leverage the Optimizely platform and its Feeds/APIs.
* Work closely with the product team to identify gaps in integration methods and provide visibility on new integration use cases by providing detailed requirements and associated timeline to help with prioritization.
* Partner with our product team to scope and design new Standard Integrations.
* Build standard integrations via middleware solution. This includes the use of JavaScript.
* Utilize JavaScript to handle JSON data from Optimizely’s Open REST API and target platform API.
* Project manage the technical portions of onboarding and ongoing projects for enterprise customers from post-signature project kickoff through the discovery, design, configuration, testing and enablement phases representing the first 60-120 days of their product experience.
* Deliver and manage projects such that they are completed on time, on budget and within scope.
* Facilitate and deliver technical discovery and design workshops to inform the successful configuration and delivery of the Optimizely platform.
* Capture and analyze customer business and product requirements and in order to design and configure the appropriate solutions through the Optimizely platform to drive long term adoption.
* Facilitate and deliver in-person and/or remote user training in accordance with designated service offerings.
* Work closely with engagement managers on large-scale global deployment efforts.
* Work closely with Product Teams to maintain an in-depth understanding of the technology and its application to customer needs.
* Responsible for channeling product feedback, both defects and enhancement requests, to the Product, Engineering and R&D Teams.
* Collaborates with Technical and Product Teams to deploy new features and functionality during implementation or as part of designated services offerings.
* Responsible for the creation and ongoing maintenance of our internal/external documentation related to our integrations to support/streamline/accelerate their deployment.

Projects

**GYANT (March 2021 – July 2022)**

**Solutions Consultant**

*Customer Experience at GYANT*

Responsibilities

* Assist with presales activities - Including RFP responses, technical scoping questions, and statement of work creation.
* Lead GYANT product implementations from initiation through go-live.
  + Align with various healthcare executives (CIO, CMIO, etc.) on business objectives and KPIs.
  + Lead kickoff and workstream meetings, which include presentations, product demonstrations, and scoping discussions.
  + Lead weekly touchpoints with the client team.
  + Work with various health system departments (marketing, IT, legal, patient access and physician groups) to coordinate resourcing and schedule project work.
  + Manage risk and track deliverables to ensure scheduled go-live.
  + Coordinate with technical team (client, internal, and third party) to integrate GYANT solution with client’s electronic health record system (Epic, Cerner, Allscripts).
* Manage multiple implementations simultaneously.
* Daily cross-functional coordination with data science, engineering, implementations, medical, and product teams to tackle client requests and drive internal initiatives.
* Collaborate with the product team to prioritize the product roadmap based on client sentiment.
* Grow revenue for existing accounts through strategic evaluation of upsell opportunities.

Projects

* 4th largest health system in the United States ($1.3M in annual recurring revenue, GYANT’s largest account) - Lead consultant, overseeing multiple implementations for this client.
* Customer Portal (Internal project) - Driving internal initiative to develop a more robust customer portal. Involves cross-functional collaboration with engineering, implementations, and product teams.

**Arcadis (May 2019 – March 2021)**

**Solution Architect (Client Facing) – HR title: Management Consultant 2**

[*Intelex Software*](https://www.intelex.com/) *Group at Arcadis*

Responsibilities

* Led client workshops – Collaborated directly with clients to streamline and modify existing business processes.
* Solution design – Converted design requirements into technical documentation used by implementation specialists to configure the solution.
* Change management – Delivered a smooth transition to the new system to ensure maximal user adoption and satisfaction. Assisted the client with internal communication strategies.
* Agile project management – Conducted daily scrum meetings with a team of implementation specialists. Delivered sprint demonstrations to clients.
* Coordinating efforts and scheduled meetings with clients.
* Contributed to SOW – Provided pricing estimation in SOW for new contracts with existing clients.

Projects

* Fortune 100 Telecommunications ($600k budget) – Designed a facility management application to track the client’s environmental compliance data at their 100+ domestic facilities.
* Fortune 100 Petroleum ($500k budget) – Developed software solution to streamline the client’s internal auditing process.

**Arcadis (March 2018 – May 2019)**

**Implementation Specialist – HR title: Management Consultant 1**

[*Intelex Software*](https://www.intelex.com/) *Group at Arcadis*

**SKILLS**

**Soft:** Agile & Waterfall methodologies, Business Process Improvement, Consulting, Cross-functional Coordination, Customer Operations, Customer Success, Implementation Management, Project Management, Scrum, Software Development Life Cycle, Stakeholder Analysis

**Technical:** React js, Node.js, JavaScript, HTML, CSS, Google suite, Jira, MATLAB, Microsoft Excel (and VBA), Microsoft office, Microsoft Power BI, Python, Relational Databases, SQL, Salesforce CRM, Tableau

**Industries:** Environmental Compliance, Healthcare Technology

**HONORS AND AWARDS**

* 2014 University at Buffalo Freshman Engineering Project Wind Turbine Design/Presentation Award

**AFFILIATIONS**

* American Institute of Chemical Engineering – Buffalo Chapter- *2014 to 2018*

**CERTIFICATIONS**

* Safety and Chemical Engineering Education: The Importance of Process Safety
* Safety and Chemical Engineering Education: Hazard Recognition

**ABOUT ME**

**Hobbies:** Cycling, guitar, hiking, running, skiing, and travel

**Current Interests:** Large language models, ChatGPT, financial markets, podcasts, startups and venture capital

FEEDBACK:

Optimizely (August 2022– Present)

Solutions Consultant

Responsibilities:

* Conduct scoping sessions to understand client needs, goals, and success criteria
* Serve as architect and platform expert for all integrations, providing guidance to customers on platform use
* Partner with product team to scope and design new integrations
* Project manage technical portions of onboarding and ongoing projects for enterprise customers
* Facilitate technical workshops to inform successful platform delivery
* Analyze customer requirements and design solutions through the platform
* Deliver user training and work with engagement managers on large-scale global deployment efforts
* Maintain product knowledge and channel feedback to relevant teams
* Collaborate with technical and product teams to deploy new features and functionality
* Maintain internal/external documentation related to integrations.

Solutions Consultant

Customer Experience at GYANT

Responsibilities

* Assist with presales activities - Including RFP responses and technical scoping.
* Lead product implementations from initiation to go-live.
* Align with healthcare executives on business objectives and KPIs.
* Lead project meetings and presentations, including demonstrations and scoping discussions.
* Manage weekly touchpoints with the client team.
* Coordinate with health system departments and technical team to integrate GYANT solution with the client's electronic health record system.
* Manage multiple implementations simultaneously.
* Daily cross-functional coordination with internal teams to tackle client requests and drive initiatives.
* Collaborate with product team to prioritize the roadmap based on client sentiment.
* Identify upsell opportunities to grow revenue for existing accounts.