

# Christopher Cruzcosa

San Diego, CA

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<https://github.com/christopher-cruzcosa>

## Experience

**NYC Dept of IT and Telecommunications - CX Process and Analysis Manager** *New York, NY* June 2019 – Feb 2020

Process manager for the Customer Experience Management (CxM) division; the role's main areas of responsibility are customer data management, CX process design/implementation, and divisional KPI development

- Acted as lead Data Wrangler for customer data collected by CxM units and consolidated using ETL best practices
- Developed and administered project tracking dashboards, reports, and visualizations in MS PowerBI
- Stood up a Wiki of divisional process and procedures, using MediaWiki software and HTML
- Created an end-to-end process guide for Network design, contracting/procurement, and implementation

**NYC Dept of IT and Telecommunications - Agency Relations Manager** *New York, NY* July 2016 – June 2019

Single point of contact for a portfolio of client CIOs in the NYC government space; also, acted as unit lead for metrics, data analytics, and CRM development

- Maintained a high-profile client portfolio including NYC Office of the Mayor, NYPD, FDNY, and 15+ others
- Acted as the unit lead for all upgrades and enhancements of the unit's instance of MS Dynamics CRM
- Designed the data model used to continuously assess caseload size and capacity for all Agency Relations agents
- Represented client interests during Agile/Scrum app dev sprints and break/fix prioritization meetings
- Assisted client agencies in procuring IT vendor consulting services via the Citywide ITCS contract
- Regularly briefed the DoITT Commissioner before Commissioner-to-Commissioner meetings on agency projects
- Assisted external clients and the DoITT Incident/Problem Management Team during the resolution of dozens of major incidents, including several critical service outages impacting government agencies

**NYC Campaign Finance Board - Quality Assurance Specialist** *New York, NY* May 2016 – July 2016

Lead developer and staff trainer on all data analysis programs for the Auditing and Accounting Unit

- Developed all Excel tools and workbooks for enterprise-use by the Audit Unit
- Created a comprehensive data analysis of all financial data and all audit findings from the 2013 Election Cycle
- Acted as a panel judge on a \$200,000 application development RFP selection panel

**NYC Campaign Finance Board - Auditor Specialist, Data Analytics** *New York, NY* April 2013 – April 2016

Government auditor for NYC political campaigns, in accordance with GAO Yellow Book auditing standards

- Audited a caseload of 30+ NYC political campaigns and represented the Audit Unit during Public Board Hearings
- Performed 60+ hours of field work conducting site visits to political campaign headquarters
- Represented the agency at two job fairs, leading to the successful hiring of three new auditors

**U.S. Army (Active Duty) - Battalion Logistics Manager** *Fort Hood, TX; Diwaniya, Iraq* September 2011 – December 2012

Managed supply, transportation, logistics and budget issues within an Army battalion

**U.S. Army (Active Duty) - Tank Platoon Leader** *Fort Hood, TX; Diwaniya, Iraq* November 2008 – August 2011

Managed the training, combat operations, and personal development for a 16-soldier unit

## Education

**New York University (NYU) – Bachelor of Arts** September 2004 – May 2008

Dual Major: Politics; Economics *New York, NY*

**Full Stack Web Development Bootcamp, UC San Diego** August 2020 – November 2020

Certificate, *San Diego, CA*

## Certifications

**ITIL (2011), Foundations**, AXELOS, ID: GR750425344CC June 2018 – Present

**Certified Fraud Examiner (CFE)**, Assoc. of Certified Fraud Examiners, ID: 667295 March 2015 – Present

## Programming Languages / Technical Skills

|            |         |                 |           |          |
|------------|---------|-----------------|-----------|----------|
| HTML 5     | Express | MS Dynamics CRM | mySQL     | Slack    |
| CSS        | Node.js | MS Power BI     | Sequelize | MS Teams |
| JavaScript | Ajax    |                 |           |          |
| Git        |         |                 |           |          |