

James R. Cox-Chapman (Jay)

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EDUCATION

2015-present	TUCK SCHOOL OF BUSINESS AT DARTMOUTH <i>Candidate for Master of Business Administration degree, June 2017</i>	Hanover, NH
2005-2009	WILLIAMS COLLEGE <i>Bachelor of Arts in American Studies and Environmental Studies</i> Hutchins Prize for citizenship; Conger Literary Prize; Co-President, Williams Outing Club.	Williamstown, MA

EXPERIENCE

2012-2015	OPOWER <i>Technical Project Manager</i> <ul style="list-style-type: none">Led a team of four to serve 22 of Opower's clients. Total portfolio contract value is over \$55 million.Consistently rated top operations team at Opower in terms of employee satisfaction and throughput.Served as Technical Account Manager for National Grid, which makes up 15% of Opower's revenue.Managed a website redesign for National Grid; worked with multiple client stakeholders and subcontractors to put Opower's technology at the center of Grid's digital customer experience.Launched early versions of several Opower products, including small-business energy reports.Led the development of a software tool for storing and testing program configurations. <i>Associate Technical Project Manager</i> (2013-2014) <ul style="list-style-type: none">Led team of three engineers charged with radically increasing launch efficiency. Delivered process improvements that cut down time to revenue recognition by several weeks across the company.Saved over \$13 million by urgently launching a new version of reports to comply with USPS regulations.Launched four new clients – in Ohio, New Mexico, and Massachusetts – onto the Opower platform.Overhauled Opower's data standards document to make data transfer more intuitive for clients. <i>Consumer Marketing and Operations Specialist</i> (2012-2013) <ul style="list-style-type: none">Supported SVP of Marketing and Operations in making the largest department at Opower more efficient.Wrote a 30-page customizable Welcome Kit to orient new utility clients to our platform.Redesigned processes onto a unified workflow. Consolidated 99 tasks into 25, optimized for flexible delivery.	Arlington, VA
2010-2012	ARC FINANCE <i>Project Coordinator</i> <ul style="list-style-type: none">Managed a \$1 million project to implement a remittances-based business model that hit its target to deliver 5,000 renewable energy products in Haiti. Wrote business plan and pricing model for the project.Represented Arc Finance at the Asia Clean Energy Forum in Manila in 2011 and provided technical assistance to NWTf, a major Philippine microfinance institution, on their solar-lending program.	Washington, DC
2009-2010	STACK DESIGN BUILD <i>Assistant Project Manager</i> <ul style="list-style-type: none">Coordinated project management of the Box Office, an 11,000sf innovative green office building built out of upcycled shipping containers, working closely with subcontractors, design team, and ownership.	Providence, RI

PERSONAL

- Native English speaker; intermediate conversational and written Spanish.
- US Green Building Council LEED Accredited Professional (AP), 2008
- Competitive sailor in high-tech International 14 dinghy. Competed in the World Championships in 2013.
- Worked as a tall-ship deckhand in summer 2009, teaching seamanship to at-risk high-school students.