Chris Luehmann

Using Technology to Solve Businesses' Biggest Problems

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EXPERIENCE

TireHub, Dunwoody, GA — *Senior Technical Business Analyst*
FEBRUARY 2022 - PRESENT

- Coordinated Quarterly Product Roadmaps based on Business and Departmental Priorities Resulting +90% achievement of departmental quarterly goals
- Designed Automated Customer Onboarding process with automated logistics route assignment, credit establishment reducing onboarding times from a week to 15 minutes
- Built customer Self-Service offerings including Order Tracking, Return Initiation, Financial Documentation Retrieval, reducing Customer Service call objectives by +34%
- Implemented an Industry-Leading loyalty program with point accrual, partner service redemption, and dashboards for dealers to compare benchmark metrics to local and national competitors

TireHub, Dunwoody, GA — *Technical Business Analyst*
JUNE 2018 - FEBRUARY 2022

- Founded eCommerce B2B site from pre-startup MVP to Best in class eCommerce solution facilitating millions of units annually
- Designed a system that highlights and discounts slow moving and discontinued inventory reducing stale inventory SKUs
- Established and managed Project and Work Management solution used company wide

Bennett Thrasher, Cumberland, GA — *Senior Developer*
JULY 2017 - JUNE 2018

- Primary Developer and Technical Resource for both Internal and External clients
- Designed and implemented a system to auto-generate tax documents for hundreds of entities containing thousands of documents

Bennett Thrasher, Cumberland, GA — *Developer*
MARCH 2015 - JUNE 2017

- Designed and maintained client custom applications and IT Infrastructure
- Implemented and designed custom integrators with large-scale ERP systems

SKILLS

eCommerce, Web, Customer Relationship Management (CRM), Business Requirements & Elicitation, Business Process Optimization, SDLC, Agile, Product Ownership, Roadmaps, Business Case Creation, BPMN, ERP, Configure Price Quote (CPQ), Process Diagram

WHO AM I?
Passionate, Approachable, Adventurous, Technical Team Lead Focused on Optimal Solutions in a Nebulous World of Technical Requirements and Business Objectives.

EDUCATION
The University of Alabama, Tuscaloosa
Master of Business Administration (MBA)
Strategy & Development
2012 - 2014

The University of Alabama, Tuscaloosa
Bachelor of Arts (BA)
Anthropology, Biomedical
2008 - 2012

AWARDS
Hubber of the Year - Speedy
TireHub, 2021

APPLICATIONS
- Atlassian Suite
  - Jira | Confluence | StatusPage Jira Service Management | JQL
- Adobe Magento
- MSFT SQL | MySQL | Aurora
- Microsoft Dynamics CRM
- Figma | Zeplin
- Draw.io | Microsoft Visio
- MSFT PowerBI | Tableau
- Epicor P21 | Microsoft NAV
- GitHub | Docker | VS Code
- Adobe Creative Cloud