

# Colin L. Z. Schoeneman

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Current part-time UX/UI Design student. Experienced IT business consulting professional and team leader specializing in CRM implementations and IT modernization. Certified Salesforce practitioner (Administrator and Platform App Builder). Experience leading high-performing agile teams as a Scrum Master and Functional Lead. Specializes in systems analysis, requirements gathering, user story development, and testing. Experience in the finance, transportation, and healthcare industries.

## EXPERIENCE

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### **Deloitte Consulting**

*Senior Consultant, Technology Consulting*

**Arlington, VA**

October 2015 to November 2019

CLIENT: Consumer Financial Protection Bureau | ROLE: Agile Scrum Master/ Functional Team Lead (Aug 2017 to Nov 2019)

- Supported the ongoing enhancement and maintenance of a large Salesforce case management solution that supports the intake of complaints from consumers and routes them to companies for responses
- Served as the Scrum Master and led daily scrum calls with internal development team and clients (15-20 people total)
- Served as functional team lead managing 3 junior practitioners in requirements gathering, user story creation, and testing
- Led and supported requirements gathering meetings with key business stakeholders. Understood and internalized client business processes and informed the technical team on behalf of the client
- Led weekly prioritization meetings with business stakeholders and groomed an extensive enhancements backlog
- Drafted and refined system requirements in the form of functional user stories. Worked with business stakeholders and the development team to answer questions and develop detailed, consumable requirements
- Led solutioning meetings with the development team – utilized knowledge of the Salesforce platform and CFPB's business processes combined with analytical thinking to support discussions and recommend implementation solutions
- Wrote and executed detailed test scripts for unit, regression, smoke, and user acceptance testing (UAT)
- Prepared and executed detailed functionality demos for stakeholders
- Prepared UAT test scripts, facilitated UAT sessions with key stakeholders, and collected and reported on feedback received

CLIENT: Amtrak | ROLE: Functional Analyst (Dec 2015 to Jul 2017)

- Supported IT modernization efforts to replace legacy labor management and train scheduling systems
- Performed daily unit testing, end-to-end systems integration testing, and regular regression testing on iterative builds of the labor management and train scheduling solutions
- Served as testing lead and developed and maintained hundreds of test cases in the project's HP-ALM suite
- Served as defect manager - reviewed all incoming defects from a team of 15 testers for quality and completeness, facilitated communication and solutioning with developers regarding defects, and retested all defect fixes
- Led client UAT sessions side-by-side with clients that were crucial to increase familiarity and buy-in to the software and to ultimately close out the testing phase of the project

### **MAXIMUS, Inc.**

*Analyst, Business Systems*

**Reston, VA**

January 2013 to October 2015

- Consulted with health government clients in the state of the New York to provide the systems solutions to support existing and new programs for the largest state-run public healthcare system in the nation
- Gathered business requirements from the operations team and translated those into technical requirements to guide development
- Refined technical problem-solving skills, used them to find root cause of software bugs and to devise implementation solutions
- Created test sets and performed extensive Quality Assurance testing for bug fixes and improvement/new feature implementations
- Used SQL to query, analyze, and report on production data to meet time-intensive data requests from operations and state clients
- Provided daily support to call center operations to help troubleshoot and resolve production issues
- Put Capability Maturity Model Integration (CMMI) Level 3 processes into practice and participated in CMMI artifact creation

**American Cancer Society**  
*Search Marketing Intern*

**Atlanta, Georgia**  
February 2011 to July 2011

- Researched search performance data and implemented findings into various ACS web properties via metadata implementation
- Updated and analyzed monthly reports on the search performance of ACS sites
- Gained a working knowledge of the ACS content management system and used it to update content including homepage images

**Eclipse Web Media**  
*Search Engine Optimization Intern*

**Norcross, GA**  
August 2010 to December 2010

- Learned the fundamentals of search engine optimization (SEO) through rigorous training
- Researched keyword opportunities for various clients' websites and optimized newly created pages for those sites
- Developed skills in writing keyword-rich, search-optimized content

## **EDUCATION**

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**Georgia Institute of Technology**

**Atlanta, GA**

- Part-time UX/UI Design Bootcamp, Certification expected May 2020

**University of Virginia, McIntire School of Commerce**

**Charlottesville, VA**

- M.S. in Commerce, Concentration in Marketing and Management, Degree conferred August, 2012, GPA: 3.51/4.0
- Participated in a month-long global immersion experience visiting numerous companies across Europe in Summer 2012

**Georgia Institute of Technology**

**Atlanta, GA**

- B.S. in Computational Media, Minor in Spanish, Degree conferred May, 2011, GPA: 3.72/4.0
- Participated in the Italian Film Studies program involving four weeks of international study in Gorizia, Italy in 2008

## **SKILLS & CERTIFICATIONS**

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**Certifications:** Salesforce Certified Administrator, Salesforce Certified Platform App Builder

**Software Development:** Extensive experience with requirements gathering, user story writing, test case creation, and testing execution. Extensive knowledge of Agile methodology and experience working on Agile teams

**Software / Products:** Salesforce (certified with extensive project experience), JIRA (extensive project experience), HP-ALM (project experience), ALMComplete (project experience), Microsoft Office (Word, Excel, PowerPoint - extensive project experience), SQLDeveloper (project experience), Quintiq planning software (project experience), Google Analytics (training only), SPSS (training only), Adobe suite (XD, Photoshop, Illustrator, Dreamweaver, Flash, After Effects - training only)

**Web Development:** Basic knowledge of XHTML, CSS, and web standards

**Video Production:** Experience filming and experience editing in Final Cut Pro and After Effects

**Search Marketing:** Exposure and basic knowledge of search engine optimization and search marketing including use of Google Analytics and Adobe Omniture

**Programming:** Professional experience writing SQL queries. Class experience with Java, Python, C, Processing

**Foreign Language:** Spanish – Moderate reading and writing fluency

## **ACTIVITIES & AWARDS**

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**Connect with Tech Host 2010-2011:** Hosted multiple high school students as a part of a Georgia Tech recruitment program

**LeaderShape Participant 2010:** Participated in prestigious weeklong leadership conference

**Kappa Sigma Scholarship Chair 2010:** Supervised the scholarship efforts of the chapter and administered study sessions

**Kappa Sigma Leadership Chair 2009:** Sought out and encouraged membership in clubs and leadership positions on campus