Thomas Dawson

Aurora, CO   720-490-1810   dawsontc003@gmail.com

SUMMARY OF QUALIFICATIONS

- Product and Development professional with over 5 years of experience coordinating and managing multiple projects from inception through completion
- Strategic thinker with ability to lead projects, delegate, supervise tasks and monitor workflow
- Ability to collaborate and correlate business requirements to meet project goals
- Outstanding communication skills able to effectively interactive with and provide information to stake holders and leadership
- Excellent ability to identify and resolve issues to ensure quality teamwork
- Technically proficient in Word, Excel, PowerPoint, Trello and Jira
- Knowledgeable in HTML, CSS, and JavaScript computer languages

EDUCATION & CREDENTIALS

Certificate of completion Coding Bootcamp to be awarded through   2021
University of Denver College Denver, CO

Leadership Program,   2019
Urban Leadership Foundation of Colorado, Denver, CO

Associates Degree in Business Administration awarded through   2006
Trinidad State Junior College Trinidad, CO

High School Diploma awarded through   2003
Eaglecrest High School, Aurora, CO

WORK EXPERIENCE

Connect for Health Colorado, Denver, CO   2019 – Present
LEAD Business Analyst

- As team lead, I assist current Business Analysts with story writing techniques and department policies and procedures to maximize their skills and abilities to provide quality development user stories.
- First line of defense for Business Analysts questions that surround existing implementation of functionality to increase bandwidth of direct manager.
- Identify process issues and promote a creative environment by problem solving issues with team members, other departments, and managers.
- Communicate with external departments to help gather business requirements and take those requirements and establish the technical requirements to accomplish the business requirements.
- Communicate and escalate needs of the team to Managers, as well as advise managers of behavioral issues from team members.
- Recognizes gaps in individual team members performance and strategize ways to recognize and remove gaps.

Connect for Health Colorado, Denver, CO   2012 – 2016
Eligibility Business Analyst

- Create and organize technical development user stories.
- Clearly communicate business and functional requirements so that developers have a definite understanding of desired outcomes.
- Developed and implemented best practices to improve processes and efficiency, which contributed to achieving policy compliance as well as process requirements.

- Collaborated with departments in the organization team to help them understand newly developed application features.
- Assisted with testing completed development and documented validation of the completed test.
- Analyzed reported bugs both from production and non-production environments to communicate issues back to the original development team.

Technical Experience

Endurance International Group Centennial, CO – Website development   2011 – 2012
Independent web development, CO – Self-employed   2011 – Present

- Managed overall development and hosting of websites.
- Collect and analyzed web traffic data to prepare detailed reports summarizing user activities.
- Identified short-term and long-term goals based on user activity.
- Collaborated with business owners on marketing ideas and strategies.
- Used advanced communication and interpersonal skills to provide support and understanding of design and technical implementation.

OTHER EXPERIENCE

Project Management   2018 – Present
Business Operations Consultant   2016 – Present

AWARDS, BOARDS, AND COMMITTEES

Licensed Health Broker   2015 – 2017