

Thomas Dawson

Aurora, CO

720-490-1810

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SUMMARY OF QUALIFICATIONS

- Software Development professional with 4 years of experience of various software development roles that include Business Analyst, Quality Analyst, Product Owner, and Product Support roles.
- Strategic thinker with the ability to lead, delegate, supervise tasks, and monitor workflows.
- Ability to collaborate and articulate business requirements to meet project goals.
- Outstanding communication skills to effectively interacting with stake holders and leadership groups to provide information on project status'.
- Ability to efficient identify and resolve issues to ensure quality teamwork
- Technically proficient in Word, Excel, PowerPoint, Trello, and Jira
- Knowledgeable in HTML, CSS, SQL, and JavaScript computer languages

EDUCATION & CREDENTIALS

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

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

Kansas State University 2006-2007
Manhattan, KS

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 2017 – 2019
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.

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- 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.

Connect for Health Colorado, Denver, CO

2016 – 2017

Legislative Support Specialist

- Analyze reported issues that were considered on a high-profile issue. Issues were considered high-profile based on where the issue was initially reported, or they could be escalated.
- Communicate outcome of the analyzation of the reported issue while providing direction on the path to resolution while documenting all proceeding up through the resolution.
- Document all customer contacts related to the reported issue so all communication is transparent.
- Notify and work with different departments to expedite required resolutions.
- Communicate resolution to third parties initiating high-profile issues such as local state legislative offices.

Technical Experience

Endurance International Group Centennial, CO – Website development

2011 – 2012

Independent web development, CO – Self-employed

2011 – Present

- Managed 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