Jeremy Marotta

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Proactive and engaged team member with proven problem analysis and resolution abilities to solve a variety of issues.

COMPETENCIES

HTML, CSS, JavaScript	VBA, PowerShell, VB Script	Chrome/Firefox Support
Bootstrap, Foundation, Bulma	Communications	Critical Thinking & Planning
Node.js, express, mySQL, MongoDB	Analysis & Problem Resolution	Innovative Thinker, Team Player

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EXPERIENCE

UCONN, Hartford, CT

Full stack web developer   2019-Present

Collaborative student learning and various applications' creation, from back end servers and databases through various front-end technologies and frameworks described above.

TRAVELERS INSURANCE, Hartford, CT   2011-Present

Summary: My passion lies in technology and I thrive best when presented with difficult challenges or obstacles. I am persistent in identifying root causes and enjoy troubleshooting issues to resolution. I am a very analytical person and detail-oriented person who uses various technologies at my disposal. I am an enthusiastic learner, empathetic listener, and I easily get along with others which I believe have contributed to my successes.

Change Manager / Enterprise Applications Product Manager   2018-Present

Return to a direct Change Manager role in the Digital Workspace team along with various responsibilities for the enterprise applications team, including both process and technical support.

- Problem identification, research, and resolution with IE, Chrome, and Firefox issues
- Managed launch of customer facing communications regarding IE sunset, and TLS 1.0/1.1 deprecation
- Developed several automations leveraging VBA, Powershell, VBscript, and Task Scheduler (Change ticket creation, daily Client Servicing reporting, daily Change Dashboard report)
- Evolve the Change Process SME knowledge leveraged by external central Change team
- Exposure to SCCM, packaging and deployment processes in support of Chrome & Firefox
- Provided support to the Tech Governance processes (Demand & new Product Requests)

Manager: LOB Change Management Team   2016-2018

Expanded role within the Change Management space to lead the team supporting all the LOBs' Change Management responsibilities.

- Avid supporter of Diversity & Inclusion, and employee retention – example by support provided to my employee managing through a challenging transition, attending Diversity Events, and encouraging my team to attend various events.

- Helped support the expansion and evolution of the No/Low impact Change process and automation/integrations with Remedy for greater enterprise efficiency

Change Manager   2011-2016

I worked with internal customers across multiple organizations to help facilitate and coordinate dates for technology changes. I strived to improve communication and understanding between those who effect change and those who are affected by change, while also ensuring proper documentation was taking place.
- Development of several Excel and VBA macros for manipulation of various reports used by team and customers
- Participation in many projects with the goal of improving service delivery or advancing overall customer experience.
- Developed a Change Lead Time Calculator
- Building on foundation of the Change Lead Calculator, creating a similar tool for Change Approver List
- Perform quality assurance analysis on change tickets for all environments.
- Provide excellent customer service experience for various business service groups by delivering ticket review and approvals quickly and accurately.
- OAI-sys Change Manager Responsibilities for several Business Service Groups including Business Intelligence, IS Security, Messaging and Groupware and Document Management.
- Key role in supporting the onboarding of Remedy IT service management tool and related Change Process updates
- Constant go-to from management as a subject matter expert for Change Process and Remedy
- Training of several new Change Managers and team resource for Change Process/Tool questions
- Help support the development and maintenance of the enterprise facing and internal team SharePoint sites
- Support and Facilitation of enterprise visibility Cross LOB and CAB Change approval meetings

Customer Support, Mohegan Sun, Norwich CT   2001-2011
As a customer support representative, I took my role seriously in representing my company by delivering excellent service and customer satisfaction. Over my career my responsibilities have included:
- Providing level 1 technical support to gaming machines and devices
- Assisting guests with various types of requests and fielding issues to the right places and the right people
- Furnishing specialized customer service to Very Important casino guests, who require a higher degree of attention and dedication
- Performing dispatch facilitation that manages real time issues experienced by other employees and escalating those issues to shift directors as needed
- Training new team members using various approaches including "on the job" training.

Customer Service/Assistant Manager, Blockbuster, Colchester, CT   1998-2001
As a customer service representative, I provided various forms of assistance via phone and in-person to ensure customer satisfaction and desired results. Based on positive performance result I was promoted to assistant manager which included supervisory duties, adhering to established goals and fiduciary responsibilities.

REFERENCES FURNISHED UPON REQUEST