**Jack Thomeer**

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**EDUCATION**

The University of Texas at Austin, Liberal Arts-Economics – Austin, Texas **May 2016**

Rice University - Fintech Certification Candidate – Houston, Texas **December 2020**

**Objective**

To obtain position with a company in which I can grow professionally while utilizing the skills that I have developed in my professional and schooling career. I would like to join a team in which I am given meaningful responsibilities in order to contribute to the business and eventually move into a management role.

**Strengths**

* Interpersonal Skills
* Analytically Minded
* Process Driven
* Goal Oriented

**EXPERIENCE**

**Direct Energy –** Houston, Tx **2018-Present**

**Senior Sales Process Analyst**

* Product owner for the tele-sales user interface, with greater than 300 agents using the platform.
* Analyze and implement business processes and workflows to create efficiency improvements and automatization.
* Determine business requirements for projects based on end user needs (back office workers and tele-sales agents).
* Work with cross-functional groups to deliver on projects by working with the technical team members to mix business side configurations with necessary code work.
* Key KPIs: average handle time, leakage, sales conversion, total order exceptions, QA scores
* Reduced Texas customer leakage by 9% (most beneficial to the retail channel which saw a 42% decrease)
* Kept QA scores (by vendor) above the risk threshold for the 2019 calendar year with constant changes to agent scripting.
* Manage new product launches to ensure that processes perform as expected throughout all systems.

**Direct Energy –** Houston, Tx **2017-2018**

**Sales Process Analyst** – Houston, Tx

* Performed sales reporting utilizing SQL and excel.
  + Determined sales numbers by call center, CTA and type of sale to determine vendor compensation in the US North and Texas markets.
  + Worked with the commercial team to implement incentive programs for agents.
* Operated as the business lead on bi-weekly night releases to coordinate business testing to ensure defect resolution before and during the releases.
* Worked with the production support team (onshore and offshore) daily to prioritize code defects and ensure they were resolved within the agreed upon SLA.
* Worked with the IT team and cross functional teams to form business requirements and assist as a product owner for projects.
* Performed impact analysis to determine IT ticket prioritization.
* Performed process audits to ensure that existing functionality ran as expected.

**Direct Energy –** Houston, Tx **2016-2017**

**Digital Process Analyst**

* Performed user acceptance testing for the tele-sales and web channels.
* Worked on configuration based minor enhancements.

**North Star Resource Group -** Austin, Texas **2015-2016   
*Marketing Intern***

* Strategically marketed our financial planning services by targeting specific occupations such as doctors and lawyers.
* Put on monthly and bi-monthly dinner presentations for potential clients. Never had to cancel a dinner because of limited interest.
* Participated in intern meetings in which we discussed our marketing tactics and researched case studies.

**Power Express** - Houston, Texas                                                                                                           **2014-2015   
*Sales Intern***

* Supported relations with Houston-based clients to bid on energy contracts.
* Made 40+ phone calls per day in a B2B sales role.
* Worked to meet management’s sales expectations.
* Exceeded sales goals by 30%.
* Managed a small sales team based out of Austin.

**Grace Media** - Austin, Texas   **2013 - 2014**

***Editorial Assistant***

* Input rosters and game results for statewide sporting events using Microsoft Excel so that they could be entered into the database.
* Worked with various athletic departments to manage schedule changes and report game results.

**ADDITIONAL**

* Programs: Word, Excel, PowerPoint, Python (sklearn, pandas, PyViz, numpy, plotly, api calls, regression analysis, natural language processing), SQL, GitHub, AWS-SageMaker, Azure, Vlocity, Jira
* Interests:Music, Fishing, Golfing, Cooking

**References**

Available upon request