Jared Coats
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Overview

A well motivated, growth-focused individual seeking an analytically-based position where he can positively impact an organization while continuing to develop valuable experience, knowledge, and skills. A passionate team player who is committed to working hard to ensure both organizational and personal goals are surpassed.

Relevant Work Experience

Zollege PBC - Cedar Park, TX
Tech Liaison / Project Manager / Jr. Developer | August 2020 - Present

- Liaison between the tech department and the rest of the organization, fostering an open dialogue between departments.
- Planning and scoping-out tech projects of varying degrees.
- Analyzing various business processes, seeking ways to improve efficiency and lower expenses, seeking to utilize automation techniques and tools when possible.
- Performing a wide-range of development work on the organization's various systems.
- Producing training materials and performing training sessions on new systems-related processes, functionalities, and features.
- Troubleshooting and repairing various system errors and issues.

Trinity Episcopal School - Austin, TX
Database Associate / Project Manager | October 2019 - August 2020

- Performed database administration and development duties.
- Lead project related to the development of an updated online Faculty, Parent, and Student Portal, including creation of internal knowledge base.
- Lead training sessions of school staff and faculty on the use of database components, and interrelated system processes.
- Analyzed varying degrees of current organization practices and processes, providing insights and fully developing tangible process improvements and automation.

- Provided hardware and network related IT support and troubleshooting, as needed.

Vandelay Education LLC - Cedar Park, TX
Business Intelligence Associate | March 2018 - June 2019

- Performed Salesforce administration and development duties and activities.
  - Organization utilized Salesforce Sales Cloud, Salesforce Platform, Salesforce Knowledge and Salesforce Communities products.
- Participated in the development of an online Student Portal (and accompanying back-end database components) to engage external users in online course components.
- Developed scheduled and ad hoc Salesforce reports and dashboards related to sales, customer engagement, satisfaction, and performance data.
- Analyzed business and marketing processes, seeking ways to improve efficiency and lower expenses, utilizing automation techniques and tools when possible.
- Lead training sessions of internal users on the effective use of both standard and custom Salesforce components and interrelated system processes.
- Lead IT/hardware setup and troubleshooting as necessary.
- Acted as a liaison between department and leadership team / rest of organization, serving as the primary point of contact for interdepartmental inquiries and requests.

Lorenz & Lorenz, LLP - Austin, TX
Personal Injury Legal Assistant/Paralegal | May 2015 - September 2015

- Acted as a liaison between clients and case attorneys.
- Acted as a liaison between assigned clients, insurance companies, and case attorneys, serving as an advocate on the client's behalf when necessary.
- Produced pre-litigation legal documents.
- Fully maintained and updated client records through both hard-copy files and virtually through a legal database system.
- Performed occasional troubleshooting related to basic office equipment when necessary.

Formal Education

Western Governors University | Salt Lake City, Utah
B.S. Business - IT Management | Date of Graduation: January 2018

University of Texas Career Development Education Center | Austin, Texas
Certificate in Paralegal Arts | Date of Completion: January 2015

Texas Christian University | Fort Worth, Texas
Earned 54 credits towards a B.S. Business Management | Date of Attendance: August 2011 - December 2012

Certifications, Special Knowledge, and Education

- Certified IT Project Manager
    - CompTIA Project+ Certified (License ID: COMP00102125512)
- Information Technology Management degree area-of-emphasis included thorough courses covering: Information Systems Management, Data Management, Quantitative Analysis and Applications of Information Technology
- Successfully completed post-secondary course covering full Microsoft Office suite

Relevant Experience

Databases/CRM- Experience working with Salesforce, Zendesk, Keap (InfusionSoft), and other large database systems in a professional environment.

Data Analysis- Experience in a professional environment using native-database and Excel tools to perform actionable analysis.

User Training- Thorough experience fully planning, preparing, and executing training sessions for individuals of varying expertise and backgrounds on custom processes and best practices related to the relevant DBMS in use.

Front-End Web Development- Experience creating web pages used by organization's internal and external users, including site planning / sitemap creation, actual UI development (including utilizing knowledge of HTML and aforementioned programming languages), A/B testing, and monitoring / maintenance.

Troubleshooting- Vast experience using various problem solving techniques to troubleshoot real-world hardware, software, and system issues in a professional environment.

Relevant Skills

Data Processing, Manipulation, and Organizing- Strong foundation of skills related to querying, processing, and presenting data through various DBMSs and Excel.

Programming and Querying- Working and growing knowledge of Salesforce Apex and JavaScript. Also possess demonstrable knowledge in writing efficient SQL and Salesforce SOQL queries of varying degrees of complexity.

Critical Thinking and Problem Solving- Systems-thinker with experience making tangible improvements to business processes and providing real world business solutions by using an array of problem solving techniques based in logical reasoning and conflict resolution.

Communication- Specifically mentioned as a substantial personal strength across past performance reviews from multiple organizations and individuals.

Leadership- Solid foundation of both hard and soft leadership skills developed from past experiences serving in a leadership role in both professional and recreational capacities.