

Jamie Bosscher

INFORMATION SYSTEMS MANAGEMENT | TECHNOLOGY DIRECTOR

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PROVEN BUSINESS STRATEGIST with 15 years of project management and efficient operations leadership. Strengths in identifying issues, implementing time saving and error reduction tactics, developing marketing strategies, providing effective trade show management, nurturing beneficial partnerships and managing challenging negotiations. Adept at identifying opportunities for efficiencies, new paths for growth and revenue and implementing necessary change to reach targeted goals.

CODING PROFICIENCY	Java Python Linux Mint OS	VMWare VirtualBox ACT CRM	Network Configuration TCP/IP Settings Hardware (Computer assembly)
TECHNICAL PROFICIENCY	Microsoft Office Suite Windows OS (95-10.1) Linux Mint OS	VMWare VirtualBox ACT CRM	Network Configuration TCP/IP Settings Hardware (Computer assembly)
BUSINESS EXPERTISE	Project Management Competitive Analysis Operations Strategy	Contract Negotiations Marketing Strategy Training and Development	Analytical/Quantitative Skills Cost Analysis/Benefits Logistics Management
EXPERIENCE	IT CONSULTANT AMSA, INC., Auburn, MI (2016-Present) Provide continued remote, and sometimes on-site, IT support for the company after moving out of the area (Michigan). <ul style="list-style-type: none">• Troubleshoot server and desktop problems as they arise• Train staff on how to use console management software to better monitor desktops• Consult on best practices for software changes and hardware upgrades• Address security concerns as problems arise• Work remotely screen-sharing to walk staff through step-by-step problem resolution• Document complex systems processes so other staff can complete them in the future IT CONSULTANT CERCION, Madrid, Spain (Oct 2016-Dec 2016) Completed a 6-week internship in a completely Spanish speaking environment. Provided assistance with Wordpress website and helped solve problem related to the website's performance. <ul style="list-style-type: none">• Fixed issues related to Google maps API• Fixed miscellaneous formatting issues in the HTML code• Assisted with organization of documents and links on the website• Improved SEO on site and succeeded at getting a top spot for a specific search		

term related to the business

DIRECTOR | GENERAL MANAGER

AMSA, INC., Auburn, MI (2008-2016)

Member of company leadership team charged with delivering operational excellence, boosting productivity and staff performance through manpower management and implementation of new technology systems throughout company. Key supervisory responsibilities overseeing and developing staff, managing large-scale company projects, facility expansions and property acquisitions, cost reporting, operational efficiencies, identifying gaps in documentation and analytical tracking of income growth to report to company partners. Play pivotal role in supporting marketing functions for company brand management, product launches and trade show organization.

- Managed identification and acquisition of real estate for new warehouse facility, including building renovations, completing project under budget and in record time.
- Worked with contractors on installation of new workstations/offices in new facility.
- Charged with selecting vendor, negotiating contract and installing new building security and surveillance systems.
- After in-depth analysis of company needs, managed upgrade and deployment of new company server and CRM database system for optimum technology usage and storage, allowing remote employees faster, more secure access to the company system.
- Trained employees on use of new CRM database system which vastly improved staff time processing orders, reducing time spent per order by more than 50%.
- Championed documentation process improvements employed throughout company infrastructure, creating a unified system, allowing different departments to stay in communication and organized via new company server filing system.
- Developed proactive emergency procedure guidelines for companywide emergencies, from chemical spills to power outages, outlining and training staff on procedural steps.
- Increased unique visitors to company website by more than 200% after leading charge and managing website renovations. Worked with outside web developers to recreate site structure and update all content. Suggested creating a mirror Spanish site, which has played a role in increased traffic to site and client base.

ASSISTANT GENERAL MANAGER

AMSA, INC., Midland, MI (2003-2008)

Played pivotal role in extending company's brand presence and demand for products as member of cross-functional marketing team. Assistant management role in business operations and strategy for company, as well as logistics management and preparation of analysis reports for leadership team on company performance.

- Created a structured, customized database for tracking sales and repairs of scientific instruments, and quality control process for instrument testing to ensure quality delivery.
- Trade show management including overseeing securing site, and booth design and development, for multiple shows per year.
- Liaison with company's advertising agency and printers to ensure timely delivery of all promotional materials and supplies to shows.
- Administrative leadership providing expenditure oversight on all office inventory and supplies.

ADMINISTRATIVE ASSISTANT

AMSA, INC., Midland, MI (2001-2003)

CERTIFICATIONS	CompTIA A+	2018 - April
	Microsoft MSCA	2018 -
EDUCATION	BS	Bachelor of Science, Land Use Planning (2007) Central Michigan University, Mount Pleasant, MI
	BBA	Bachelor of Business Administration (2005) Davenport University, Midland, MI
VOLUNTEER	Reception	Dow Classic Tennis Tournament (2016)