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EXPERIENCE

Full-Stack Development Student   DigitalCrafts (Atlanta, GA) – Sept 2016 to Present

Student at DigitalCrafts boot camp learning two full web stacks over the course of 16 weeks. Learning HTML, CSS3, JavaScript, jQuery, JSON, Bootstrap, PostgreSQL, Python, Flask, MongoDB, Angular, Express and Node.js

Featured Projects:

MyCRM: Repo location: https://github.com/jcortes0309/mongo_crm
- Customer Relationship Management (CRM) Application used to keep track of Accounts, Contacts, Calls, etc.
- Final project for DigitalCrafts' boot camp. Uses the MEAN stack

Movie Search Engine App: Repo location: https://github.com/jcortes0309/movie_app
- Movie search engine application was created using AngularJS, UI Router, Ajax, Angular Services, and the Movie Database API
- First "Angular JS" application I created using an API and UI Router

eCommerce App: Repo https://github.com/jcortes0309/eCommerce_pair_programming
- eCommerce site implementing angular on the front end and flask on the back-end
- Uses the Stripe API to handle credit card payments

GetCohort: Repo location: https://github.com/DigitalCrafts-September-2016-Cohort/GetCohort
- GetCohort is a website designed to comprehensively showcase all of the skills and projects members of a cohort have accomplished
- Created using HTML/CSS, Bootstrap, Python, Flask, PostgreSQL

Change Management Manager   Coca-Cola (Atlanta, GA) – 2013 to 2016

Member of the Change Management Center of Excellence team responsible with ensuring CCR is prepared for the people, process and technology transformational changes. CCR will experience transformational changes as part of the commitment that Muhtar Kent (Coca-Cola Chairman and CEO) made by commencing the implementation of a 21st century beverage partnership model in the United States – http://www.coca-colacompany.com/press-center/press-releases/the-coca-cola-company-commences-implementation-of-21st-century-beverage-partnership-model-in-the-united-states/

Key accomplishments:
- Change management lead on a transition team responsible for the re-franchising and divestiture of CCR owned operations to the Clark Beverage Group
- Drove adoption of change initiatives to ensure transformational changes were successful
- Performed stakeholder analysis and change impact analysis working alongside the CCR functional leads and the Clark team
- Change Management Manager for the CCR CONA project responsible for creating the CONA Change Management team's change management strategy and deployment of Change Management activities for CONA Release 1 and Release 2 (CONA = Coke One North America, a common set of processes, data standards, manufacturing and customer solutions tailored for North America)
- Developed Change Management strategy for the CONA Change Management team
- Analyzed stakeholder analysis and change impact analysis information and created all change management activities based on the information gathered in these documents
- Partnered with communications and training team to provide the output of the stakeholder analysis and change impact analysis document. This output was used as the basis for their communications and training plans
- Led change management activities for the CONA Release 1 and Release 2
- Partnered with Accenture to analyze CONA Go-Live deployment options

Change Management Consultant   Coca-Cola (Atlanta, GA) – 2013

Change Management consultant at two SAP software implementation projects responsible for coordinating change management and communication activities that affected users across the United States and Canada.
Key accomplishments:
- Managed Change Management deployment schedule tracking all Change Management activities
- Managed Organizational Readiness document and created scorecard used to assess the "readiness" of the organization to the change
- Prepared Organizational Readiness materials (survey, survey instructions, marketing materials)
- Analyzed AS-IS and TO-BE processes to create "A Day in the Life" scenarios used in project's Town Hall meeting

- Organized Town Hall meeting logistics for more than 400 stakeholders located in several states
- Led project education sessions for third-party vendors
- Developed monthly newsletter disseminating project-relevant information to more than 400 stakeholders
- Analyzed project's Lessons Learned information and developed plan to address project issues with project leadership

ACCENTURE LLC – 2006 to February 2012
Experience focusing on Marketing/Communications, Change Management, Project Management and Training activities for several global clients for this publicly recognized global management consulting, technology services and outsourcing company.

Training and Performance Support Lead *Diageo (Norwalk, CT) – 2011*
Training and Performance Support Lead for an SAP-CRM implementation responsible for overseeing and coordinating training work stream by leading the design, development and implementation of a training and performance support solution.
Key accomplishments:
- Developed Learning and Performance Support strategy used for the training development and delivery
- Led training design sessions with client leadership to evaluate training needs and requirements, resulting in the creation of a role-based curriculum for over 400+ users
- Instructed training developers on how to better lead training delivery activities
- Managed training logistics including local training sites and central support
- Received outstanding, training scores for all classroom-based training activities

Change Management & Marketing (Communications) *Citigroup (Tampa, FL) – 2010*
Specialist
Regional Change Management & Marketing consultant responsible for driving and coordinating all project change management and marketing activities across 24 Latin American countries to ensure alignment with global change management plans and standards.
Key accomplishments:
- Planned, established and maintained marketing plans across 24 countries
- Proactively identified potential risks and resolved them before they could negatively impact the program
- Identified key messages, developed materials and maintained project marketing plan
- Coached client leadership team on how to identify change requirements for delivering change initiatives

Marketing (Communications) Lead *Pfizer (NY and PA) – 2009 and 2010*
Marketing (Communications) Lead in SAP Upgrade project.
Key accomplishments:
- Planned and launched a marketing program that would reach 35,000+ end users
- Partnered with Pfizer leadership to conduct impact analysis to identify key marketing messages
- Developed marketing materials to be distributed by Pfizer leadership

Training and Performance Support Lead *Diageo (Norwalk, CT) – 2009*
North America (US, Canada and the Caribbean) Training and Performance Support Lead for a global shared services implementation project.
Key accomplishments:
- Led training design sessions with client leadership to determine training need requirements for more than 40 users in North America
- Implemented Service Rehearsal Testing process to determine timing for project Go Live

Various other roles/projects *Wal-Mart, Cisco, AIG and Xerox among others (Various locations) – 2006 to 2009*
Change Management and Marketing/Communications Activities:
- Developed stakeholder engagement strategy and change enablement activities for stakeholders
- Identified change network stakeholders and defined their roles and responsibilities
- Develop database to manage organizational charts and future-state job descriptions
- Identified impacted stakeholders, their communication needs and strategy for delivering marketing messages effectively

Business Development:
- Developed roadmap to determine gaps between client's current and future processes
- Maintained and updated regularly company executives on business case
- Developed Excel spreadsheet model to calculate and track business case metrics

Training Activities:
- Applied best practices for developing and delivering strategic and tactical messages to trainers
- Developed knowledge transfer documentation to train Accenture and client resources

TRADE CENTER MANAGEMENT ASSOCIATES LLC (TCMA)
Staff Accountant   *Washington, DC – 2003 to 2004*
TCMA is a private sector building management and hospitality service provider in the Ronald Reagan and International Trade Center buildings in Washington, DC.
Key accomplishments:
- Developed computerized process to reduce banquet check's preparation by more than 75%
- Responsible for managing cash and reporting weekly revenue for one night club

WALT DISNEY WORLD
Guest Services Manager and Guest Services Host   *Lake Buena Vista, FL – 1998 to 2003*
Walt Disney World Resort is the world's most-visited entertainment resort and includes four theme parks, two water parks, 23 on-site themed resort hotels and other recreational venues and entertainment.
Key accomplishments:
- Managed front office team of 10 employees at a 3,000-room moderate-priced hotel and at a 1,300-room premium-priced hotel
- Administered room inventory during low occupancy periods and reduced Housekeeping labor costs by 15%
- Implemented Operating Guidelines at the Front Office department for a 1,300-room hotel
- Selected from 1,500+ employees to lead a team that trained employees at 18 Disney hotels

SKILLS

- Fully bilingual - Spanish and English. Intermediate knowledge of Portuguese language
- Programming/Development skills – HTML, CSS3, JavaScript, jQuery, JSON, Bootstrap, PostgreSQL, Python, Flask, MongoDB, Express, Angular, Node.js and WordPress
- Additional computer skills – Microsoft Office, SharePoint, Visio, Lync, Live Meeting, Outlook, Microsoft Project

EDUCATION

DIGITALCRAFTS – Expected Graduation in January 2017
- 16-week immersive full-stack web development boot camp

BOSTON UNIVERSITY GRADUATE SCHOOL OF MANAGEMENT – May 2006
- Master of Business Administration (MBA) – Concentration in Marketing and minor in International Management
- Master of Science in Information Systems (MSIS)

FAST FORWARD LANGUAGE INSTITUTE – July 2005
- Study of Portuguese language in Sao Paulo, Brazil

UNIVERSITY OF PUERTO RICO, MAYAGUEZ CAMPUS – May 1998
- Bachelor of Science in Business Administration (BSBA) – Concentrations is Marketing and Accounting