

Jeffrey Lewis

Business Systems Analyst — Denver, CO

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About Me

I'm a results-driven Business Systems Analyst and software engineer with expertise in leveraging technology to optimize business operations, automate processes, and enhance system integrations.

Professional Experience

Business Systems Analyst

October 2023 – Present

A Cut Above Uniforms — Louisville, CO

- Located and resolved a software bug in our tax and ERP system, leading to the recovery of over \$235,000 in overpaid sales tax.
- Developed and deployed an internal scheduling app made with React, Node.js, and PostgreSQL for tracking employee work-from-home and a "Bring Your Dog to Work" bidding system.
- Upgraded phone system with OpenAI's Text-to-Speech API and FluentCloud, streamlining voice-mail handling and improving response times.
- Designed an AI chatbot system for our company website using OpenAI ChatGPT API
- Automated email notifications in Acumatica, providing customers with real-time order updates, backorder statuses, and estimated shipping dates.
- Led the full implementation of HubSpot, including customer data migration and email system integration, enhancing CRM functionality.

Full Stack Software Engineer

December 2022 – October 2023

HoundDog — Remote

- Implemented a message board with full CRUD functionality within a Ruby on Rails application to improve client communication.
- Automated email and SMS notifications by integrating Brevo and Twilio APIs.
- Designed insurance forms with HTML, CSS, and Bootstrap for a responsive user experience.
- Participated in Agile development processes, including daily stand-ups, code reviews, and Jira-based task management.

Insurance Specialist

November 2019 – August 2022

Unum Insurance Group — Portland, ME/Remote

- Processed and calculated benefit payments while ensuring compliance with payroll and tax regulations.
- Managed large datasets in Excel, optimizing payment processing efficiency through automation.
- Collaborated with finance and claims teams to resolve discrepancies, improving customer satisfaction and processing speed.
- Analyzed payroll and tax data to generate actionable insights for stakeholders.

Accountant

April 2018 – June 2019

ALPS Funds — Denver, CO

- Calculated daily net asset values (NAV) for mutual funds, ensuring accurate financial reporting.
- Gained proficiency in Excel-based accounting and Bloomberg Terminal.

Co-Founder

April 2016 – April 2018

BANKR App — Remote

- Led the design and UI/UX process, from wireframes to interactive prototypes.
- Managed Agile development cycles, ensuring alignment between engineering and product vision.
- Implemented robust security measures and API integrations for a scalable and secure platform.

Education

General Assembly — Remote

2022

Software Engineering Immersive

University of Missouri — Columbia, MO

2005 - 2009

BS, Business Administration

Czech University of Life Sciences — Prague, Czech Republic

2008

International Business, Study Abroad