

Joseph Kathan

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EDUCATION

University of Maryland, Smith School of Business

Master of Business Administration, Innovation and Technology

College Park, MD, USA

May 2022

- Smith Fellow
- Data, Analytics and Technology Club
- MBA Consulting Club

Grinnell College, Grinnell, IA, USA

Bachelor of Arts, History and Gender, Women's and Sexuality Studies

May 2015

- Department of History Student Leadership Planning Committee, Student Leader

EXPERIENCE

Verizon Communications Inc.

Product Management MBA Intern, Verizon Consumer Group

Basking Ridge, NJ, USA

June 2021 — August 2021

Top 20 Fortune 500 Telecommunication conglomerate

- Designed business case for a forecasted \$30M first to market accessories trade-in program with a team of ten multi-departmental employees, with launch planned for Q1 2022.
- Evaluated Verizon's 5G marketing communications and recommended a three-pronged marketing approach centered on driving consumers to the company's website and reducing 5G confusion.

Education Advisory Board

Business Analyst

Washington, DC, USA

June 2019 — May 2021

Industry leader in higher education student management software, Software: SQL, Jira, Salesforce

- Led project management efforts for rotating queue of 30+ technical assistance tickets, directing efforts across all internal technical teams, leading to SLA completion rate of 95%.
- Managed 30+ client relationships, interfacing with internal and client technical teams to ensure high quality of technical support, leading to 96% yearly retention rate.
- Directed data build out of client data by formulating targeted project plans and leading process design effort for inclusion of new student data, successfully meeting client expectations and increasing yearly subscription rate by 15%.

American Institutes for Research

Washington, DC, USA

October 2016 — June 2019

Leading health care and education non-profit research organization, Software: Adobe Creative Suite, Drupal

Technical Associate, February 2019 — June 2019

- Led task delegation, performance management, and budget allocation efforts for two state technical assistance centers, coordinating with teams of five researchers to ensure high-quality Special Education research-to-practice initiatives.
- Organized proposal submission development and progress tracking efforts for \$4M/year Department of Education contract, resulting in continued revenue for the company and funding of a 15-person team for five years.
- Spearheaded technical product development efforts for Department of Education (ED), centralizing department regulation guidance and best-practice research through developing a proprietary proposal submission process and managing a conference application build.

Research Assistant, October 2016 — February 2019

- Analyzed and disseminated data for National Technical Assistance Center for Neglected and Delinquent Youth, providing required information for Department of Education to allocate funding to state programs.
- Determined need for graphic design wing on three projects, designing internal training modules and templates for future project evaluation campaigns resulting in a 30% reduction in publication costs.

DISTINCTIONS

- Full Stack Flex Certificate, THINKFUL Coding Bootcamp, 2019
- Eagle Scout, 2011
- Stormborn Club Ultimate Team, Captain, 2019 - Present