

Justin T. Cole

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SUMMARY

I excel at solving problems and have done so my entire life. This skill has been cultivated throughout my academic and professional career and has manifested in a variety of successful projects and positions within a variety of atmospheres proving my adaptable nature and overall versatility. Let me apply these skills, and the summation of my experience, to uncover and resolve your business barriers.

BUSINESS / MANAGEMENT SKILLS

<ul style="list-style-type: none">• Project Management• Needs Assessment• Team Management / Supervisor• Major Incident Management• Customer Relationship Management• Task prioritization / Triage	<ul style="list-style-type: none">• Vendor Selection and Monitoring• Vendor Management• Problem Management• Root Cause Assessment and Identification• Mathematical Business Modeling• Asset Management• Multitasking	<ul style="list-style-type: none">• Budget Creation and Management• Metrics Definition• Documentation• Impact Assessment• Executive Communications and Reporting
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RELEVANT SKILLS AND ACCOMPLISHMENTS

- Developed detailed business expansion plans.
- Developed a testing scenario to more adequately mimic user loads.
- Plan, execute, and manage projects related to technology infrastructure and products.
- Responsible for nearly \$1,500,000 in equipment spanning individual laptops for nearly 1,000 students and the infrastructure to support them.
- Tripled expected IDEXX workload; successfully managing up to 46 concurrent customer projects.
- Implemented predictive monitoring on production servers.
- Adapted and created custom scripting to accelerate laptop imaging process.
- Developed a new product offering that netted an additional \$100,000 in revenue in the first year of sales.
- Implemented remote access for technicians to provide faster response time to remote sites.
- Implemented help request management systems that decreased request handle time while allowing for an additional 500 workstations to be added to the system.
- Consistently assessed root cause and was able to extract action points and user requirements of any situation.
- Supervised four direct reports and four high school student volunteers; mentored three peer employees.
- Compiled data on performance into useful metrics and facilitated daily conversations (similar to Scrum sessions) on performance and points of concern.
- Chosen to lead documentation project to update ISO 9000 documentation; crafted and updated technology use policies in an academic environment.
- Chosen to lead multiple call projects established by IDEXX upper management.
- Audited telecommunication expenses and generated a savings of \$1,100 per month.
- Planned and executed corporate office relocation within 10 days.
- Hand-selected for several critical tasks during IDEXX tenure.
- Named a "Top Performer" at IDEXX for 2014.

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EXPERIENCE

Information Systems Engineer 3 | WEX | **2017-Current**

- Built a patching cycle to increase predictability for all stakeholders.
- Updated department manual

Cloud Services Manager | Pantek / Metisentry | **2016-2017**

- Assisted in the integration of multiple workflow and tracking system methods post-merger.
- Managed hourly and salary employees and contractors.
- Oversaw the daily operations of the cloud services and hosting departments.
- Generated multiple branding and operational improvement suggestions.
- Generated ideas for low-cost employee benefits.
- Managed the inbound migration of multiple clients:
 - Single clients migrating.
 - Multiple clients acquired from other entities.
 - Entire data centers' worth of clients as data center operations closed down.
- Made decisions regarding appropriate compensation levels and pro-bono work for customers.
- Identified sales opportunities with existing clients.
- Outlined expansion concepts for new Managed Service Provision areas.

IT Team Lead | Smartware Group | **2016**

- Served on the Corporate Steering Committee.
- Presented multiple product line enhancement and expansion ideas.
- Managed the workflow of the IT Group.
 - Redrafted workflow to improve the efficiency of IT tasks.
 - Implemented operational metrics on production systems.
- Implemented a predictive monitoring solution on production equipment.
- Instrumental in developing a regulated and predictable product release schedule.
- Implemented change to double backup capacity for 2/3 the price.
- Assisted with customer relations for heightened performance concerns
 - Within first two months resolved two major customer concerns dating nearly two years
 - Coaxed multiple other customers into participating in resolution efforts.
- Vetted customers for technical readiness for product installation.

Team Lead & Senior Case Manager | IDEXX Laboratories | **2011 – 2015**

- Provided leadership and case management guidance for Cornerstone CRT members.
- Developed strategy for team operations and workflows as needs require.
- Acted as load-balancer for the team work volume.
- Developed metrics, scripting, tracking tools, and data collection tools for multiple customer-interaction projects.
- Generated innovative solutions that resolved customers concerns and negotiate with internal business partners and customers to reach universal acceptance.
- Managed the relationships of customers who have a damaged perspective of their customer service or product performance experience.
- Coordinated resolution efforts between various corporate departments and resources.
- Managed customer compensation requests as related to problems with equipment and/or support concerns.
- Evaluated business needs for resolution of customer concerns and work with appropriate IDEXX staff to resolve.

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Technology Director | Multiple Organizations

2009 - 2011: Winslow Schools, Winslow, ME | 2007 - 2009: The Liberty Management Group, Portland, ME

2005 - 2006: School Union 7, Saco, ME | 2003 - 2005: Maine School Administrative District 63, Holden, ME

- Planned, executed, and managed all IT projects.
- Supervised up to four employees and up to four student volunteers.
- Built, and defended, the necessary supporting budget to maintain operations, including long-term planning.
- Implemented a helpdesk system that increased performance and decreased response times while allowing for an additional 500 workstations (approximately 1500 total).
- Chaired district Technology Committee to propose and update all technology-related curriculum, policies and procedures.
- Worked with Technology Directors in neighboring towns to further leverage limited resources.
- Designed and implemented a robust backup system to ensure long-term data availability.
- Audited telecommunication expenses yielding a reduction of \$1,100 per month.
- Evaluated and analyzed organizational needs as they related to technology.
- With only 10 days of lead time performed a successful technology migration from one office site to another.

Business Development Manager | PRC Technologies | **2006 – 2007**

- Developed key business partnerships for new product resulting in over \$100,000 of additional revenue in 2006.
- Managed key vendors and sales accounts to ensure most competitive offerings to customers.
- Evaluated and analyzed business needs of customers to determine future product expansions.

EDUCATION

University of Phoenix, Phoenix, AZ

Masters of Business Administration (3.86 GPA, 2016)

Worcester Polytechnic Institute, Worcester, MA

Bachelor of Science: Management Information Systems, Humanities and Arts with Drama/Theatre (3.0 overall GPA, 2001)

CERTIFICATIONS & TRAINING

Presented by IDEXX:

- Lean / Six Sigma (Completed 160-hour course at IDEXX – 2015)
- How to Run Productive and Effective Meetings (2015)

American Management Institute:

- Getting Results without Authority (2012)

VitalSmarts:

- Crucial Conversations (2012)

Wilson Learning:

- Wilson Social Styles (2012) – Analytical Analytical

Clifton Strengths Finder:

- Rated – Strategic, Analytical, Achiever, Intellection, Learner (2014)