

# THOMAS R. TROZZO

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## EDUCATION

<b>University of Florida</b> , Hough Graduate School of Business <i>Master of Science in Information Systems and Operations Management</i>	<b>Aug 2018 – May 2019</b> Gainesville, FL
<b>University of Florida</b> , Warrington College of Business <i>Bachelor of Science in Business Administration, Information Systems</i> <ul style="list-style-type: none"><li>Honors: Cum Laude (GPA: 3.76/4.00)</li><li>Minors: Leadership and Entrepreneurship</li></ul>	<b>Aug 2015 – May 2018</b> Gainesville, FL
<b>Universidad Antonio de Nebrija</b> <i>UF in Madrid Spanish Language and Culture Program</i>	<b>May 2017 – Aug 2017</b> Madrid, Spain

## PROFESSIONAL EXPERIENCE

<b>International Business Machines (IBM)</b> <i>Technical Solutions Specialist, Summit Program</i> <ul style="list-style-type: none"><li>Collaborate with IBM sales professionals during 9 months of industry solutions, enterprise consulting, and technical products training to better understand clients' business requirements and unique technical landscape</li><li>Utilize IBM's cognitive, cloud, and hardware technologies to develop technical solutions, demonstrate proof of value, and provide necessary support to satisfy customers' individual needs</li></ul>	<b>Aug 2019 – Present</b> San Francisco, CA
<b>LeadingAgile</b> <i>Marketing Consultant</i> <ul style="list-style-type: none"><li>Hired by the CEO to aid the CMO in further developing internal brand requirements and guidelines for "on-brand" assets to be pushed out to 100+ consultants</li><li>Analyzed over 300 documents created by various consultants and migrated them over to a new corporate template, increasing brand consistency and allowing for efficient brand management in deliverables to clients</li></ul>	<b>May 2019 – Aug 2019</b> Atlanta, GA
<b>NextEra Energy</b> <i>Digital Transformation Intern</i> <ul style="list-style-type: none"><li>Collaborated with the CIO, Sr. Director of Digital Transformation and Sr. Director of IT to build a company-wide Artificial Intelligence strategy to harness the value of data and execute on "Needle Moving" projects</li><li>Led information technology's hackathon by managing a planning team, recruiting 75 participants, and engaging external Smart Home technology providers to generate over 15 proof-of-concepts</li><li>Mapped out an idea submission process and database structure to allow managers to capture innovative ideas, increase knowledge sharing, and enable better enterprise resource planning (ERP)</li><li>Proposed several innovation events to the CIO and VP of Customer Service which will save an estimated \$150K/yr in productivity costs, \$100K/yr in less work duplication, and will increase employee engagement</li></ul>	<b>May 2018 – Aug 2018</b> Juno Beach, FL
<b>Study Edge</b> <i>Director of Campus Operations</i> <ul style="list-style-type: none"><li>Created and implemented marketing strategy while working with the executive team to streamline operations</li><li>Managed Math Nation logistics, order fulfillment, customer service, and process improvement</li></ul>	<b>Mar 2016 – May 2018</b> Gainesville, FL
<b>Home Depot</b> <i>Order Fulfillment Associate, Service Desk Representative, Forklift Operator</i> <ul style="list-style-type: none"><li>Coordinated deliveries by unloading wholesalers' merchandise and delivering product to customers</li><li>Received a Homer Award for exceptional customer service and upholding safety standards</li></ul>	<b>May 2016 – May 2018</b> Setauket, NY
<b>Finish Line Inc.</b> <i>Sales Associate</i> <ul style="list-style-type: none"><li>Expanded two merchandise sections by doing inventory management and selling product</li><li>Sold over \$150,000 dollars in merchandise, earning "Top Sales Person of the Week" 9 times</li></ul>	<b>May 2013 – Sept 2015</b> Lake Grove, NY

## LEADERSHIP & INVOLVEMENT

<b>University of Florida</b> <b>Leadership Development Program</b>   <i>President</i> <ul style="list-style-type: none"><li>Re-chartered the organization and was responsible for a \$20,000 budget, recruitment, branding, and relations</li><li>Created a curriculum to guide 150 participants bi-annually through a multi-tiered development program emphasizing leadership, teamwork, and communication skills</li><li>Coordinated training and teambuilding activities for 25 facilitators at the LDP annual retreat</li></ul>	<b>Sept 2015 – May 2018</b>
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**Gators Against Overdose** | *Founder* – Started an organization to raise awareness for the opioid epidemic  
**Heavener Leadership Challenge** | *Alumni Mentor* – Mentored participants in Job Search, Resume Development, etc.  
**Interfraternity Council** | *Director of Scholarship* – Distributed scholarship info and kept records for 3,000 men  
**Enactus** | *Director of Metrics* – Created, administered, and analyzed tests to measure the impact of our presentations

### **ADDITIONAL INFORMATION**

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**Skills:** Microsoft Suite (Excel, PowerPoint, Access), G-Suite, Empower, Microsoft PowerBI, WIX

**Technical Certifications:** Scrum Master (CSM), Six Sigma Yellow Belt, Microsoft Excel and Access 2013

**Awards:** Big Idea Competition Social Impact Award (\$1,000 investment) – City Smart

NextEra Energy IT Hackathon 1<sup>st</sup> Place Winner

University of Florida President’s List and Dean’s List

Heavener Study Abroad Scholarship

Heavener Academic Scholarship

**May 2018**

**Spring 2018**

**Fall 2015 – Spring 2018**

**May 2018**

**Aug 2017**