

Jeffrey W. Cox

907 E Carla Vista Dr | Gilbert, AZ 85295 | cell:480.227.9729 | email:JeffreyWCox@gmail.com

Professional Summary

Accomplished Business Analyst, Project Manager and Scrum Master with 25 years of impressive successes in many industries ranging from small business, retail, airline & travel, banking, oil & gas, military, and both local & federal government. Extraordinarily talented at making business stakeholders very comfortable with the process by not overwhelming them with the technical. Instead, the focus is on listening and understanding the business needs and goals, then helping stakeholders see the great possibilities software and technology has to offer. Extremely skilled at creating precise requirements, communicating such with the customer and the technical team(s), then seeing the project through womb to tomb.

Skills

- Problem Solver / Process Improvement
- Competent Communicator, Spoken & Written
- Self Starter / Independent Worker
- Skillful Task & Project Manager
- Software Development Life Cycle (SDLC)
- Scrum / Agile
- SQL Database Design
- Evernote
- JIRA / Trello
- Microsoft Office
 - Word / Excel / PowerPoint
- Microsoft Project
- Visio / Lucidchart
- Microsoft SQL Server & MySQL

Work History

Senior Project Manager & Business Analyst Blue Ridge Solutions

**October, 2016 - Present
Asheville, NC**

- Successfully stepped in and guided a project to completion for Blue Ridge's largest client: one of the world's largest automotive parts manufacturers. Utilized Project Management, Business Analyst and Scrum skills to identify the project needs, set a schedule and delivered the project to global stakeholders.
- Quickly and successfully became the Product Owner for another Blue Ridge customer, an Inc. 5000 company with both a web-based customer portal application and related mobile application. I excelled at understanding the client's needs and desires, grooming the requirements with the development team, hiring new team members where needed and creating epic based sprints to deliver project results.

Founder & Project Manager BrewStream.net

**June, 2015 - October, 2016
Asheville, NC**

- Brought a full SaaS product from idea to market solving major pain points for Craft Breweries.
- Managed the product and the project, including the full SDLC, UX, UI and database design.
- Utilized Scrum / Agile to bring the product to market rapidly with paying users.
- Utilized JIRA to keep the team on track and on time.
- Guided the team to build the product on PHP / Laravel front end and MySQL backend.

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Consultant, Business Analyst & Project Manager **Improve Group**

March, 2008 - June, 2015
Albuquerque, NM

- Managed projects through the entire SDLC including these successes:
 - Increased business for a specialized travel agency 1000%, while only increasing FTE's by 1.5 through a software, database and process improvement project.
 - Reduced customer touch time from four hours to four minutes via a Process Improvement, Hardware and Software Technology project for the US Army's Central Issue Facility at Fort Carson, Colorado - a model the Army is adopting as a standard.
 - Reduced operating size and cost of a division for Wells Fargo Bank by 50% through a Process Improvement, Records Management, and Software Technology project.
- Managed requirements elicitation sessions involving audiences from 2 to 50 people.
- Managed in-house and outsource / offshore development resources utilizing Scrum processes.
- Ensured project success by managing QA team.

Product Business Analyst & Project Manager **Foresight for Microsoft Outlook**

March, 2005 - March, 2008
Gilbert, AZ

- Successfully understood and solved business user pain points, translating them into a successful product.
- Guided a software startup through the entire SDLC, project managing the venture from womb to tomb.
- Managed offshore development resources as well as outsourced QA resources.
- Facilitated productive meetings with both internal team as well as customers to understand requirements.

Senior Consultant & Business Analyst **RMAG / Smead Manufacturing**

August, 1999 - March, 2005
Scottsdale, AZ

- Completed projects for top tier customers like Chrysler Automotive, Red Lobster Restaurants and the Alaska Department of Natural Resources.
- Performed complete requirements gathering and creation for external and internal projects.
- Lead team of developers, QA, and technical support personnel, meeting the project and timeline requirements of customers as well as the parent company's product manager.

Owner, Senior Consultant & Business Analyst **JC Technologies - Computer Consulting Group**

August, 1989 - August, 1999
Mesa, AZ

- Lead a team of developers, QA and Admin personnel to accomplish successful projects including:
 - Increasing uptime for an airline reservation system to over 95% (Unheard of back in the early 90%'s) while significantly increasing transaction volume capability.
 - Quadrupled order intake capability for an already successful restaurant delivery business in Scottsdale, Arizona.
 - Significantly increased inventory management capabilities for U-Haul Corporation.
- Principal liaison between my company and customers, including project negotiation and requirements elicitation.

Memberships

Vistage | Venture Asheville / Startup Mentee | ARMA International / Past President Local Chapter
Excalibur Charter Schools / Former School Board Member | Toastmasters International / Member in Hiatus