

JASON MICHAEL EDWARDS

10300 Jollyville Rd #313 • Austin, Texas 78759 • Phone (C) (512) 826-3182 • Email: jme_austin@yahoo.com

PROFESSIONAL EXPERIENCE

PEOPLEADMIN, Austin/Texas

IMPLEMENTATION SYSTEMS ANALYST

December/08-Present

- Establishing and configuring databases of full HR applicant tracking, position and performance management modules following sales contract signing.
- Managing implementation of core and expansion modules, including timelines, change cycles, troubleshooting and issue resolution in addition to finding non-standard solutions to new configuration challenges posed by the client.
- Development of tools to automate tasks resulting in shortened implementation timelines and quicker on-boarding of customers and faster billing.
- Identifying process opportunities and enhancements to shorten the overall implementation timeline and organizing efforts to put these changes into effect.
- Ensuring customers are implemented with known best practices to ensure site efficiency and fluid operation in addition to the prevention of future expansive site modifications.
- Use of Salesforce and Clarizen to manage tasks and project timelines.

PEOPLEADMIN, Austin/Texas

PROJECTS SYSTEMS ANALYST

March/08-December/08

- Performing broad based database customization/enhancement for customers
- Managing post-implementation long term projects, sometimes including re-implementation of modules, including timelines and statements of work, for customer/applicant experience enhancement and issue resolution, including change cycles.
- Broadening functional knowledge of SQL scripting.
- Consulting customers on product suite usage and enhancement of both their experience and that of their applicants to ensure continued customer satisfaction.

PEOPLEADMIN, Austin/Texas

TECHNICAL CONSULTANT

April/07-March/08

- Performed second tier customer support consisting of phone escalations, database enhancement, troubleshooting and application customization.
- Developed functional knowledge of SQL and its use in direct database modification.
- Made customer changes both real-time and case-based while advising them of solutions that would best meet their needs.
- Trained customers on how best to use the product suite, increase their efficiency and output, conveying best practices and instructing them on unique use-cases to meet specific needs.
- Liaison to Development and Product Management departments communicating customer application enhancements and other needed coding changes while working to provide short term work-arounds with the customer until such coding changes could be completed.
- Managed continued customer satisfaction with product suite.

TRAQ WIRELESS/TANGOE, Austin/Texas

IMPLEMENTATION SPECIALIST/ACCOUNT ENGINEER

November/04-April/07

- Traveled to national corporate Fortune 500 customers to technically train them on operation of software, interpretation of data and reports generated by software.
- Extensive data analysis across all telecommunication companies and hypothetical model construction using Excel, java scripts and database queries utilizing SQL.
- Management of national corporate accounts from point of contract signing to contract renewal/non-renewal involving training, quarterly cost optimization activities, monthly data acquisition and website architecture updates.
- Responsible for complete implementation of all selling points in contract, specifically cost savings targets, savings timelines, custom reporting/analytics and procurement.
- Developed and maintained Level II Support/Development triage list along with establishment and chairing of weekly meeting to address these items to help prioritize Development activities.
- Conducted onsite training sessions/product presentations to customers ranging from everyday user teams, project sponsors and management (Directors and above) and obtaining necessary signatures to confirm and close out implementation phase of customer on-boarding.
- Performed and executed optimization recommendations that saved monthly company revenue ranging from \$5,000 to \$1.3 million, based upon size of telecom pool. Consulted with the customer on realizations of savings and analytics of savings month over month and year over year.

SODEXHO CORPORATION, Dell Contractor, Austin/Texas

PROJECT PLANNER/MANAGER/ACCOUNT MANAGER

August/03-November/04

- Managed equipment/cafeteria upgrade and transition for all 9 buildings between Parmer and Round Rock.
- Coordinated order receipt, resource balancing and implementation for Catering department.
- Created a number of Excel workbooks consolidating labor reporting, financials, order placement and monthly projections based on current trends.
- Managed all 5 cafés/bistros between Round Rock and Parmer as well as order continuity and day's supply of inventory reduction.

DELL COMPUTER CORPORATION, Austin/Texas

WORLDWIDE DESIGN FOR EXCELLENCE (DFX)/MECHANICAL ENGINEER

October/99-October/02

- Traveled extensively to worldwide (WW) factories and vendors implementing process/product line improvements, quality improvements, and commonality/chassis design reviews/chassis introduction and to resolve all sustaining product issues.
- Evaluated design of new mechanical chassis designs and motherboard layouts, including creating and closing process FMEAs, created time studies using Boothroyd-Dewhurst time study software, and introduced into the WW factories these new chassis to fully transition entire cross-product line families for Dell resulting in \$20+M manufacturing, process, and throughput savings.
- Managed design, evaluation, implementation and sustaining issues of chassis for 5 product families from Concept Phase to RTS (Ready to Ship) to EOL (End of Life).
- Initiated and completed multiple business cases driving Manufacturing and Procurement actions involving manufacturing labor costing, supply chain management, and incoming level of product integration.

- Obtained thorough troubleshooting and resolution experience in Design for Manufacturing Assembly/Process/Design for Test/Design for Quality oriented issues.
- Acquired extensive knowledge of computer architecture and mechanical design of chassis and peripheral components as well as inbound/outbound packaging strategies and design.
- Developed experience in motherboard design layout and testing procedures for manufacturing efficiency, ergonomics and mechanical fit.
- Through identification of product line problems, drove design improvements via the Development Process and cross functional teams
- Attained comprehensive experience in new manufacturing line layouts and evaluation and design of manufacturing prototypes assisting in manufacturing throughput and throughput increasing scenarios.
- Worked on multiple teams spearheading cross-functional complexity/cost reduction programs.
- Represented Manufacturing on WW cross-product line Inbound/Outbound Packaging Reduction project reducing outbound freight by \$23M.
- Developed and maintained all DFX databases, meeting minutes and documentation regarding all WW core and extended team meetings as well as improvements and other modifications to the development process itself.

WORLDWIDE OPTIPLEX NPO SYSTEMS/PERIPHERALS/BLOCK RELEASE PLANNER

October/98-October/99

- Traveled extensively to WW factories to implement new pilot processes and drive related manufacturing process improvements.
- Developed extensive knowledge of peripherals Bill of Material (BOM)/SKU structures and initiated and implemented ECOs.
- Owned systems, peripheral products and peripheral device qualification from birth to end of life (EOL) including ownership of all sustaining issues, quality issues and manufacturing test procedures (extended and quick test).
- Coordinated pilots for all new Audio, Video, Monitor, Optical, and Magnetic Storage products, as well as all Block Release peripherals for May, July and August Block Releases with success in achieving launch within 2-5 days of target.
- Developed and maintained New Product Operations (NPO) documentation and information databases including all documentation related to block release status and processes and WW extended team meetings.
- Gained extensive knowledge of Dell applications including all Microsoft products, EMPACT, WTCS, and Boothroyd-Dewhurst (BDI) time study software.

WORLDWIDE MATERIALS ANALYST

September/97 – October/98

- Traveled to European Manufacturing Facility (EMF) and Asia Pacific Customer Center (APCC) to gain an understanding of business and manufacturing processes as well as materials stocking and handling processes.
- Developed and maintained comprehensive database to track all peripherals shipped worldwide.
- Coordinated cross-functional team consisting of Product Group (PG) Marketing, PG Development & Program Management to standardize formats of internal peripheral reports across all product teams.
- Performed extensive sensitivity and supply/demand analyses.

EDUCATION

Texas A&M University, College Station, Texas, 1997
Bachelor of Science with a Major in Mechanical Engineering

- Led a team of peers in designing a unit for NASA to penetrate the surface of Mars, to analyze samples for evidence of life and return these samples to Earth.
- Member of the student branch of the American Society of Mechanical Engineers.
- Vibrations Engineering Researcher responsible for implementing the Active Vibration Control Project for Goodyear and NASA as well as performed various reliability tests on high temperature capacitance probes.
- Earned 100% of college tuition.
- Proficiency in CAD design (Pro/E, Mechanical)