

OBJECTIVE

To bring my creativity to a local position in Austin where I can combine my education in business communication with my experience in IT consulting and general business analysis.

EXPERIENCE

Consultant

Deloitte Consulting

Austin, TX

August 2006–December 2007

- Promoted to Consultant level after 1.5 years when average promotion time is 2-3 years
- Included same job duties as Business Technology Analyst but involved more interaction and responsibility with client such as ownership of deliverables and facilitation of meetings
- Contributed to profitability by achieving utilization rate (hours billed / 40 hours) of 110%; well above company goal of 95%
- Designed marketing materials and e-mail correspondence for several local, regional, and national events
- Presented at quarterly staff meetings on such topics as Web 2.0, lifehacking, and online social networks
- Participated in alma mater recruiting by presenting at career fairs, participating in Q&A panels, and leading team of 12 coworkers for resume screening process

Business Technology Analyst

Deloitte Consulting

San Francisco, CA

February 2005–August 2006

- Contributed to profitability by achieving utilization rate of 107%; well above goal of 80% (first year), 95% (second year)
- Helped solve business problems that revolve around client's overall information technology strategy, organization, and infrastructure
- Developed strong professional relationships with client personnel and industry professionals on all engagements
- Contributed to development of sales presentation deliverables using prescribed frameworks and methodologies
- Created national internal blog for Deloitte's system analyst community (~500 employees) with over two dozen individual contributors; acted as inaugural editor-in-chief
- Learned to understand types of enterprise systems and how technology is leveraged by enterprises

Small Business Owner

Tech Out Here LLC

Queen Creek, AZ

June 2003–Feb 2005

- Created technology consulting business with proper business plan, financing, business structure, and accounting methods. Collaborated with attorney to legally form business entity. Developed marketing plan including business identity
- Maintained relationships with over 25 satisfied, recurring customers. Conducted training sessions, troubleshoot hardware/software, installed networks, and provided client assistance in all technology issues

PROJECTS

Track Lead for Management Reports

Deloitte Project: TIERS

Austin, TX

June 2007–December 2007

- Led management reports development team for custom-built Welfare Eligibility System for State of Texas
- Responsible for requirements, design, development, unit testing, successful implementation, and maintenance of Reporting Functional Area comprised of over 200 individual reports (created with Crystal Reports 8.5) that presented data from our system to several State and Federal agencies, both in real-time and in scheduled nightly routines
- Supervised team of three subcontracted developers

Programmer Analyst

Deloitte Project: Deloitte HR

Dallas, TX

February 2007–June 2007

- Developed multiple Microsoft Access forms and reports using Visual Basic for Partner/Director Year-End Evaluation Process, an internal project with the Deloitte HR team, that provided management with accurate statistics and forecasting for management compensation

Programmer Analyst

Deloitte Project: Deloitte Industry

Houston, TX

September 2006–November 2006

- Developed ASP.NET web-based application using C# for Online Customer Experience Prototype, an internal project for the Deloitte Consumer Business industry, that generates analytics based on retail customer surveys

Training Environment Coordinator

Deloitte Project: CalWIN

Folsom, CA

Feb 2005–July 2006

- Training environment coordinator for CalWIN, a custom-built Welfare Eligibility System for State of California
 - Prepared training environments for all 25000+ CalWIN users by populating database with training data from over 130 unique cases; built and distributed case data sheets consisting of over 425000 unique cases to all trainers and students
 - Created, developed and maintained test scripts for training database exercises using IBM Rational Robot
 - Reengineered data population procedure to move it from manual process to nearly automated process
 - Reviewed training schedule and developed timelines / strategy for pre-building data. Defined and implemented QA plan for all case data in addition to creating repeatable test scripts for quicker testing on future releases
 - Monitored and tracked Help Desk calls from training sessions. Supported resolution of application issue
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JON A. MICK

INTERNSHIPS

HR Programming

U-Haul Corporate

Phoenix, AZ

Fall 2004

- Created employee relations website, designed online reports for applicant reporting and online application forms

Radio Promotions

The EDGE 103.9

Scottsdale, AZ

Summer 2004

- Collaborated in teams of 3-7 coworkers to promote station to the public at client remotes and station-sponsored events
- Set up and took down events, prepared press releases, researched demographics, and performed basic office duties

SKILLS

Desktop Application Packages /

Programming Languages

- Adobe Suite (Dreamweaver, Photoshop, Illustrator, InDesign, GoLive), Corel WordPerfect, Crystal Reports 8.5, IBM Rational Suite, IBM Rational Robot, Microsoft Office (Access, Excel, Word, PowerPoint, FrontPage, Outlook, Project, Visio), Storefront 5.0
- Blogs, MediaWiki, Movable Type, WordPress, RSS, podcasts
- Mac OS X, MS-DOS, Windows 9x - 2000, Windows XP, Windows Vista
- ASP, ASP.net, C#, CSS, HTML, Mercury Quality Center, SQL, Visual Basic

EDUCATION

Bachelor of Science in Business Administration

Arizona State University

Tempe, AZ

December 2004

- Full-ride academic scholarship; Dean's list for multiple semesters; additional courses included computer science, graphic design, sales, technical writing, calculus, real estate, agribusiness, and tourism

TRAINING / AWARDS

- Systems Analyst Training Program
- IBM Websphere Message Broker Training
- Deloitte Applause Award for excellence in Client Service - 2006
- Deloitte Applause Award for excellence in Client Service - 2007
- SAP Enterprise Portal Administration Training

NOTABLE REFERENCES / QUOTES

Michelle Peregrine - Manager at CalWIN

"Jon is excellent at follow through on his assignments. I never have to wonder where his assignments are, as he is sure to always keep me informed of his progress, or any issues that may arise. Jon has gone above and beyond on several occasions, checking email and taking care of critical CalWIN business in the evenings, on weekends, and even while on vacation. Jon is a pleasure to work with. He is extremely well liked by his peers, members of his team, and our clients. Jon has a great attitude about the work we do, even when dealing with frustrating and difficult people and or situations. I would gladly work with Jon on any project in the future. He is one of those people you can always count on. He is one of the most outstanding members of our team, and is absolutely performing at a Consultant level, and has been for quite some time."

Andy Anglin - Manager at Deloitte

"Jon was a great individual to work with. He goes the extra mile to get up to speed, he can be counted on to get things done, and he gets along well with the team. Everyone on the team enjoyed his participation in this project."

Rob Spector - Senior Manager at CalWIN

"Jon has done an outstanding job of managing a complex environment (tech & process) for CalWIN's case building. He has been able to markedly improve the quality of the data (reduction on errors) as well as get ahead of the schedule. The thread is running very smooth thanks to Jon's efforts."

Deb Saha - Engagement Partner at CalWIN

"He has stepped up to the plate and doing things that are outside his direct responsibility area. Some of the members on his team have very challenging personality and Jon has done a good job in dealing with them. He has definitely exceeded my expectations."

Aaron Johnson - Manager at Deloitte

"Jon is a talented consultant who demonstrates integrity, good communication skills, and a passion for learning. He is making the right choices to build eminence for himself within the (national) Information Dynamics practice."

EXECUTIVE SUMMARY

Passionate about technology and communicating with people. Extensive experience with new and emerging web/online communication technologies such as RSS, content management systems, and social networks. Record of improving efficiency and productivity through automation and process improvement. Experienced with software project lifecycle including requirements, design, development, testing, and deployment. Outstanding interpersonal, managerial, creative, and problem solving skills. Analytical, articulate, and diligent.