

Josh Coakley

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IT Project Manager

Strategic and analytical consulting professional with 15 years of progressive experience across different industries. Proven ability to improve systems and processes for a nationally dispersed field service team. Thorough knowledge of ERPs and peripheral IT systems with emphasis on streamlining operation and integration between all systems and procedures. Demonstrated ability to lead value-driven business process improvements. Lean Six Sigma Black Belt (2014) and obtained PMP on 2/9/19, Certified Scrum Master 4/2020. Areas of expertise include:

- IT Project Management – coordinates all aspects of implementation & strategic projects
- Cross-functional collaboration with business units to satisfy product requirements
- Integration support and troubleshooting of solution while training end users on best practices
- Documentation and training materials
- Assists with solution identification for customer needs with architects
- End user communication and expectation setting
- Issue identification and resolution with customer communication
- Resource coordination and work structure planning
- Public Speaking, Presentations
- Reporting and documentation
- Process Streamlining
- Continuous improvement
- Executes strategic initiatives and decisions

Professional Experience

Artera Services, Atlanta, GA

August 2019 – Present

Corporate IT Business Partner

Successful implementation of customized Microsoft PowerApps cloud application for capital expenditure approval with only 3 months of development time. Works across 7 different operating companies to identify synergies for applications and process improvement. Product owner for fleet management software, currently saving 30% on hardware costs by consolidating procurement, led IT during recent \$1B merger, creates solutions and trains staff on data visualization and analysis solutions in MS Power BI and Azure, MS SharePoint strategy creation, created comprehensive application landscape diagram across all companies. Fleet management cloud application product owner.

Ascent Consulting, Atlanta, GA

June 2018 – Present

Senior Consultant

I am specializing in full ERP/Project Management/Payroll/CRM software implementations (CMiC, Sage) while providing operational excellence and project management solutions to increase profitability for small to mid-sized General Contractors and Subcontractors. This includes a full range of services including software configuration, process mapping, documentation, review of legal documents, software selection, and process optimization. Accomplishing this requires a very detailed knowledge of IT change management, databases, construction, and business operations.

Georgia Highlands College, Rome, GA

November 2017 – April 2018

Independent Consultant (in parallel with Coca-Cola responsibilities)

Collaborated with senior board members to map processes during the student enrollment phases and provide recommendations to streamline their operation. Successfully removed paper applications as of 10/1/18 to save over \$10,000 per year with other major initiatives in the pipeline to further enhance efficiency.

Coca-Cola North America, Atlanta, GA

February 2016 – May 2018

Project Manager – Freestyle Commercialization and Development

Execution team of Coca-Cola Freestyle in North American market. Responsible for implementing process improvement solutions for Freestyle platform as the largest product development investment in the history of Coca-Cola. Customer needs evolution required strategic execution of Freestyle value proposition, deep knowledge of IT systems to execute changes, effective communication, decision support through data analysis, enterprise-wide communication of implementations, and periodic evaluation of change effectiveness.

Key Contributions:

- Used lean principles and IT business process change management to save more than \$1MM in annual operating expense

- Renegotiated supplier contract for customer training to save 30% annually as the relationship manager for customer onboarding
- Implemented new compliance procedures for changes to customer onboarding to ensure effective change management of supplier
- Achieved \$0 sum operations for Freestyle Tradeshow Event program
- Redesigned metrics reporting for Freestyle site surveys as supplier relationship manager
- Converted 175 customer locations in three weeks from competitor as Commercialization Project Manager

Coca-Cola North America, Atlanta, GA

October 2015 – February 2016

Consultant – Freestyle Quality Systems

Quality systems analyst and consultant for product development of Freestyle platform.

Underwriter’s Laboratory, Atlanta, GA

May 2015 – October 2015

Test Analyst – Transaction Security

After the data breaches of two major US retailers Mastercard and Visa rushed EMV implementation to the United States. I was part of a team to expedite the certification process of several merchants operating in the US

Assa Abloy Entrance Systems, Lawrenceville, GA*July 2013 – Feb 2015***Project Engineer**

Assa changed their business model to sell direct instead of through distributorship at the beginning of 2013. I was brought on with other project managers to assist with the transition away from distributors and assist with risk mitigation during industrial construction projects. Ushered orders through their business systems from beginning to end to ensure customer product configurations were as requested and assisted with engineering tasks for US market acceptance.

Key Contributions:

- Formulated and implemented a business plan for company lean operation resulting in reducing company costs by \$200k annually
- Consulted and collaborated with significant clients to maintain relationships resulting in \$250k annual revenue streams
- Led efforts through pre-bid procedures to win \$1.6M construction project and supply our products to New York state government
- Consulted with architects to clarify technical inquiries and oversee product conformity to specs
- Assisted in electrical part selection and procurement leading to greater customer satisfaction and decreased product cost

WEG Electric Corporation, Duluth, GA*May 2012 – July 2013***Controls Application Engineer**

Configured and quoted custom automation equipment as the technical expert for motor controls products within the organization. Performed project management and sales support as well as product development, manufacturing operations, and training.

Key Contributions:

- Assisted all opportunities with over \$1M in sales potential, facilitating the closure of the negotiations resulting in double revenue from one key account and the generation of a new \$400k/year opportunity
- Created training program for employees, customers, and staff leading to more controls sales and familiarity
- Raised on-time delivery satisfaction rate for key account from 42% to 97% in one quarter through daily communication with the manufacturing facility in Brazil
- Implemented work procedures for modifications to controls products, saving the company inventory space and availability

B&S Electric Supply, Inc., Atlanta, GA*June 2011 – May 2012***Project Manager/Inside Sales**

Dual-role project manager for data center installations as well as inside sales support and bid package creator for electrical distribution equipment.

UPS, Louisville, KY*August 2007 – June 2011***Operations Front Line Supervisor**

3rd shift Next Day Air operations supervisor of union labor at UPS. Offloaded and reloaded cargo aircraft within FAA regulations, people manager of several different crew sizes and experience levels.

Key Contributions:

- Turned a high priority loaded aircraft in 23 minutes after a scale malfunctioned, resulting in a complete unload and reload
- Organized large philanthropic event to restore facilities at Cabbage Patch House of Louisville Children's Home
- Engineering Co-op in aircraft maintenance

EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY, Scheller College of Business
Master of Business Administration Analytics Concentration

Atlanta, GA
May 2016

UNIVERSITY OF LOUISVILLE
Bachelor of Science in Electrical Engineering

Louisville, KY
May 2011

CERTIFICATIONS**CERTIFIED SCRUM MASTER**

- 4/2020

GEORGIA INSTITUTE OF TECHNOLOGY

- Lean Six Sigma Black Belt

PROJECT MANAGEMENT INSTITUTE

- Project Management Professional (PMP) 2/2019

SOFTWARE/SKILLS

Software: SQL, Azure, CMiC, Sage, MiniTab, AtRisk/Palisade suite, XLStat, Excel (heavy), MS Office

Skills: ERPs/IT Business Systems, Strategy Execution, Data Analytics, Business Management, Project Management