

Josh Coakley

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Senior IT Project Manager

Strategic and collaborative IT professional with 15 years of progressive experience across different industries. Proven ability to develop, deploy, and implement enterprise-level applications while communicating with all levels of an organization. Thorough knowledge of ERPs and peripheral IT applications 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), PMP (2019), Certified Scrum Master (2020).**

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

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. Influenced key stakeholders in an industry known for resisting change to adopt new tools and procedures. 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 – August 2019

Senior Consultant

Specialized 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 detailed knowledge of IT change management, databases, construction, and business operations.

Coca-Cola North America, Atlanta, GA

Project Manager – Freestyle Commercialization and Development

February 2016 – May 2018

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.

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.

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: Visio, SQL, Azure, CMiC, Sage, MiniTab, PowerApps, Power BI, SharePoint, XLStat, Excel (heavy), MS Office

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

Additional work:

Georgia Highlands College, Rome, GA

November 2017 – April 2018

Independent Consultant (in parallel with Coca-Cola responsibilities)

Fully diagrammed new student onboarding process with MS Visio. 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.