



Jacob Woodworth

IT Implementation Consultant & Full Stack Web Developer

My Contact

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Professional Skills

- Business Operations
- Agile IT Consultation
- Statistical Analysis
- Project and Team Optimization
- Mechanical and Building Design
- Solution Delivery & Implementation
- Complication Forecasting
- Web Development and Design
- Process Improvement
- Critical Thinking
- Team Oriented
- Emotional Intelligence
- Open to Criticism
- Digital Fluency
- Public Speaking
- Agnostically Adept

Education Background

Centriq Training | 2021

Cert Full Stack Web Development Program

Front End: HTML5, CSS3, JS

Middle Tier: .Net, C#, ReactJS

Back End: SQL, ASP.Net, JS

Agile and Scrum Methodologies

Ranken Technical College | 2004

Architectural Technology

Software: AutoCad, Revit, 3DS Max Design

Lewis and Clark Technical School | 2002

Cert Mechanical Drafting and Design

Software: Manual Drafting and AutoCad

Fort Zumwalt South High School | 2002

HS Diploma

Advanced Mathematics and Music Theory

Current Projects

- Full Stack Advanced React, Redux, and GraphQL
- 2D and 3D Floorplan historic home extension
- Spanish as a 2nd Language via Duolingo
- Flavor of the Month via MasterClass
- Full-Time Fatherhood

About Me

Innovative and deadline-driven IT Implementation Consultant and Full Stack Web Developer with years of experience in the creative and professional world. Eager to apply a broad-range of experience and emerging development skills improving business and operational processes by leveraging natural analytical abilities. Special interest in CCaaS/SaaS and Lead Generation Technology promoting growth and innovation.

Professional Experience

Mohela | 2023 - Current

Business Systems Analyst

- Provide direct support to C#.Net Developers intranet web applications team.
- Testing code changes for specification expectations and troubleshooting.
- Processing and documenting internal databases writing SQL queries.

Waterfield Technologies | 2021 - 2023

Software Implementation Consultant

- Assumed primary ownership of customer relationships in the Twilio Flex vertical, producing 15+ successful projects and solid partnerships in an agile environment.
- Led kick-off and requirements gathering sessions and translated the stakeholders needs into developmental tasks to produce business requirement documents.
- Drafted and executed test use/cases for regression & beta software iterations.
- Collaborated with developers to create & test customizable and scalable solutions.
- Developed intelligible user stories and project roadmaps via Jira and Confluence.
- Role blended and performed multiple titles concurrently such as:
 - Implementation Consultant
 - Business Analyst
 - Project Coordinator
 - Customer Success Manager
 - Quality Assurance
 - Direct Technical Support
 - IVR Design and Developer
 - Pre-Sales Consultation
 - Technical Liaison and Interpreter
 - UAT Product Trainer
 - Training and Spec Underwriter
 - Product Subject Matter Expert
- Produced intricate reusable business flow designs via Lucidchart and MS Visio.
- Consulted clients on best business practices and software strengths/limitations.
- Chaired UAT and group training sessions as a subject matter expert.
- Provided post-cutover support to production clients to maintain relationships.
- Capitalized on company RTO to obtain certifications in Twilio, Five9, Atlassian, Avaya, Office365, React.js, and sharpened management skills.

Scharf Construction | 2019 - 2021

Local 660 Union Laborer & Logistics

- Delivery and operation of heavy machinery & raw materials to construction sites.
- Knowledge of construction materials, equipment, & project management.
- Communicated with site foreman & management to ensure supply expectations.
- On call asset for snow removal at Boeing, Express Scripts, and Amazon.

Lightfire Partners LLC | 2012 - 2019

Director of Business Operations

- Developed startup structure including 100% of customer service facing business and omni-channel communications in a blended environment.
- Collected, analyzed, developed, documented, and communicated business strategy requirements in correlation with data and company SLA's.
- Managed daily operation company-wide including 50+ employees and supervisors in both remote and multiple location capacities.
- Managed a monthly budget of 50K-100K of data acquisition from vendors.
- Researched and implemented CCaaS/SaaS software with on-premises CRM.
- Recruited, trained, and coached 100% of staff on an ongoing basis.
- Created and implemented a company standard including an SOP and training documentation to ensure quality and compliance.
- Forecasted company P&L's working with owners & senior level management.