**Joel Shallenberger**

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**PROFILE**

Information Technology professional with extensive experience managing cross-functional projects and software applications. Proven track-record of leveraging customer, channel, and partner relationships to strengthen competencies in customer relationships, product innovation and operational efficiency. Enjoy utilizing industry expertise in designing creative solutions for complex business and organizational challenges to maximize value.

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| Data Analysis | Application Development | Business Analysis |
| Data Integration and Conversions | Strategic Planning | Problem Solving |
| Software Development Life Cycle | Data Modeling and Data Architecture | Document Management |

**PROFESSIONAL EXPERIENCE**

**Cox Enterprises (CEI), Atlanta, GA 2013-Present**

***Sr. Applications Analyst/Developer***

* Developed centralized reporting/analytics platform within the CEI Legal department.  Identified, built, and launched multiple legal practice area specific dashboards that combined metrics from operational activities and outside counsel law firm spend from multiple legal and non-legal applications.  Metrics at this level of granularity were previously unavailable to Legal leadership and allowed the department to make more data driven decisions.
* Implemented the Onit Legal Service Request platform which provided the CEI Legal department’s customers a single point of entry to request legal services, as well as a task management and workflow automation platform for CEI Legal to track their work.  In addition to reducing time spend obtaining needed information to begin legal work, the legal service request platform was also used to build a contest and promotions workflow process that reduced the need for outside counsel law firms by $350K annually.
* Performed requirement gathering, design, and data migration (ETL) to an enterprise legal matter management & e-billing platform which consolidated three separate existing matter management and legal spend management applications into a new single, enterprise-wide solution.  This project enabled significant business process standardization across the enterprise and consolidated support resources across the enterprise.
* Created a new litigation matters application within the Onit Apptitude platform.  This provided a scalable solution to manage 100+ litigation and dispute cases per year managed by the Litigation Center of Excellence (COE) across the enterprise.  I additionally developed enhanced reporting metrics, replacing a previously manual process.  This allowed the Litigation COE to manage the handling of each case more proactively in a time and cost-efficient manner.
* Developed a new bankruptcy application in the Onit Apptitude platform which transformed a previously manual activity into a scalable solution that allowed our Litigation COE to meet the demand of increased bankruptcies due to COVID-19.  Additionally, the process saved 10+ hours per week of paralegal time and provided the Litigation COE the ability to organize and collaborate with 10+ subsidiary business units at one time, while also coordinating and communicating with stakeholders and outside law firm partners on a centralized platform. This also included the creation of a Bankruptcy reporting platform to report/manage/share bankruptcy metrics.
* Implemented a new enterprise contract lifecycle management (CLM) application to replace the aging legacy CLM system.   This included requirements gathering, design, and the data migration (ETL) from the legacy system to the new CLM solution.

**WELLS REAL ESTATE FUNDS, Norcross, GA 2002-2012**

***Business Analyst / Data Warehouse Developer / Applications Analyst*** *(2008 - 2012)*

* Provide support for existing data solutions and customers for tasks such as extract development, report development, data updates, internal and external data feeds, and operational troubleshooting using Informatica ETL Application and/or Oracle Business Intelligence Discoverer in Oracle 10g environment.
* Responsible for QA/testing, deployment, configuration, training, operations and administration of specific applications/systems as well as information repositories (structured and unstructured), analysis and reporting tools, transformation and transport tools and data quality solutions.
* Perform application diagnostics, break-fix and technical support services.
* Produce and maintain documentation that is used to provide deployment and operational instructions for existing application and information management environments.
* Participate in application audits or other procedures as required for statutory, regulatory and legal compliance.
* Expertise in the functional and technical operation of specific applications and information management solutions as well as knowledge of the business processes supported by or associated with the applications and solutions.
* Oversee and/or participate in the development and execution of application test plans and test cases.
* Proficiency in assessing the impacts of system/environmental changes and developing Change Management plans/procedures for deployment of new solutions, as well as enhancements, upgrades and configuration changes to existing environments.
* Led project initiative to convert corporate organization to a document and records management solution. Solutions include but not limited to, implementation of new document scanning functionalities, document migration strategies; automated job processes to manage WorkSpace and Document integrity, and document retention guidelines.
* Responsible for overseeing and implementing technical solutions that aligned with business objectives for document and records management. Responsibilities included developing business requirements, establishing new automated processes, configuring modules, testing, and assisting IT-Systems group in the deployment of software.

***Senior Project Manager****,* ***Business Process Management*** *-* ***Client Relations*** *(2004-2008)*

* Worked with Business Managers, Architects, End users and all the stake holders in documenting requirements, providing estimates, creating High and Detail Level design specifications.
* Designed and implemented scalable system that reduced processing errors and increased productivity to accommodate exponential growth without commensurate increase in headcount.
* Managed outsourcing project that included data conversion activities, including the gathering and documenting of business requirements and testing scenarios. The project was estimated to have $1 million in annualized savings.
* Managed training and continuous improvement needs of front-line employees to drive efficiency
* Defined business requirements conducted classroom training and testing and leveraged new features for Siebel and Oracle upgrades.
* Implemented industry leading customer portal that facilitated a $170 million increase in 2005 sales; a 96% customer satisfaction rating; and an 11% reduction in customer service contacts
* Managed numerous full life-cycle projects for the company’s financial professional site from the gathering and documenting of business requirements and testing scenarios to implementation into the production environment.

***Client Services Operations Manager****,* ***Client Services*** *-* ***Client Relations*** *(2002-2004)*

* Developed analytics and practice management tools for business development and training.
* Analyzed Contact Center business processes to detect redundant, costly, or ineffective operational processes and ultimately improve or eliminate them.
* Served as operational project leader on large, highly complex projects to design, document, and implement new policies and procedures within our Client Services department.

**CSFBdirect, Charlotte, NC 2000-2001**

***Investor Service Representative****,* ***Investor Services***

* Oversaw resolution of incoming market trading and customer service calls
* Provided support to market traders and other associates in helping resolve client issues

**EDUCATION**

**BA – Business Economics**, Wofford College, Spartanburg, SC. 1996-2000

**TECHNICAL**

**BI Applications**: Tableau Desktop/Tableau Server, OBIEE

**Technical Skills:** SQL/T-SQL, Ruby, Liquid, Windows Shell Scripting, Python

**Other Applications**: Onit Apptitude Platform, CounselLink, Passport, Informatica, MSFT SQL Developer, TOAD