**JACOB ORTIZ**

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**WORK EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**KAST**   **Montgomery, IN**

*Business Development Manager Sep 2023 – Present*

* Provided comprehensive and timely reports and updates to C-suite executives, offering detailed insights into the ongoing initiatives, milestones achieved, and outcomes derived from strategic business development efforts.
* Successfully navigated a challenging client relationship with a major retailer, resolving a service issue and ultimately securing a long-term contract renewal.
* Cultivated and nurtured relationships with key clients, leading to the establishment of 10 long-term partnerships and generating an increase $500k in business opportunities.
* Collaborated with sales team to conduct outreach, establish new accounts, and identify potential customers.
* Built strong relationships with key industry players, including carriers, shippers, and trade associations, resulting in 5 successful referrals.

**Modernizing Medicine Boca Raton, FL**

*Business Analyst Intern*  *May 2023 – Aug 2023*

* Facilitated agile ceremonies including daily stand-ups and maintained communications between product, development and testing teams, increasing overall productivity by 10% on JIRA tickets.
* Spearheaded user interviews and identified client pain points around current gaps in the platform by analyzing the current datasets to determine the ten most essential platform improvements, boosting time efficiency by 25%.
* Assisted in the development and documentation of business requirements, collaborating with cross-functional teams to ensure alignment with project objectives and stakeholder needs.
* Supported user acceptance testing efforts by coordinating test scenarios, gathering feedback from stakeholders, and facilitating resolution of issues and defects, ensuring successful delivery of high-quality software solutions.
* Assisted in the creation of a new artificial intelligence medical software that would enhance patient-to-doctor communication and use patients EHR to make conclusions based on patient visit.

**Senior Life Services Vero Beach, FL**

*Consultant*  *Nov 2021 – May 2023*

* Networked extensively to create business opportunities, including attending industry events, social gatherings, and community events.
* Surpassed the company's sales target by 80% in the first year of being contracted by cold calling, prospecting, and identifying client’s needs.
* Mastered how to de-escalate difficult situations and complaints with customers by using advanced communication skills to ensure customer satisfaction was 100%.
* Conducted market research and analysis to identify potential clients and capitalize on new business opportunities, resulting in a 20% increase in client base within the first six months.
* Offered ongoing consulting support to clients, reviewing their insurance needs regularly and adjusting their coverage as their circumstances evolve.

**SKILLS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Business Development, Project Management, Relationship Building, Strategic Planning, Prospect Targeting
* Microsoft Office 365, CRM (Salesforce, Microsoft Dynamics), Microsoft Azure, Amazon Web Services (AWS)
* SDLC, Systems Analysis, BPMN, Figma, JIRA, Excel, Agile Methodologies, Spanish, Workflow Analysis

**CERTIFICATIONS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* CompTIA Security +
* PMI Business Analysis
* Cloud Computing Foundations

**EDUCATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**The University of Tampa** **Tampa, FL**

*Bachelor of Science in Cybersecurity*  *May 2024*