

# Jason A. Dodson

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11516 NE 103<sup>rd</sup> Place, Kirkland, WA

(425) 533-6115

## HOW MY COLLEAGUES SUMMARIZE MY SKILLS (<https://www.linkedin.com/in/jasonadodson/>)

- "...Jason's excellent blend of business, process, technology and leadership skills make him a tremendous asset for any company."
- "...We simply could not have performed our jobs as effectively to move the business forward at T-Mobile without Jason's contributions and unwavering support."
- "...smart, motivated and organized professional who is happy to tackle most any challenge..."
- "...talented PM and a great asset to have on the team. With his attention to details and sense of product ownership, team was always able to count on him to deliver high quality results...."

## INTERESTS

World traveler (16 countries visited), aspiring voice-over actor, charity auctioneer, 2x marathon runner, former treasurer and board member with "Hand In Hand", a foster child support organization

## PROFESSIONAL EXPERIENCE

*STRONG-BRIDGE CONSULTING, Senior Management Consultant / Business Development, 2015 - 2017*

- **Microsoft** - Drove a transformational project for Microsoft Global HR Operations, over-hauling HR processes to ensure integrity of people data, confidentiality and controls.
  - During initial 6-week engagement, led 2 workstreams to assess and document risks and issues with people data and HR processes. Delivered 10+ management recommendation to implement programs and safeguard data.
  - Refined 80+ recommendations from 12 workstreams into a C-Level risk/issue summary of 20+ actionable recommendations.
  - Assumed the interim project manager role while lead pm was on PTO
  - Resulting from our recommendations, I led a follow-on project creating a new data governance organization inclusive of assembling a cross-functional steering committee, assigning 10 new data stewards, developing a 7-step risk management engagement model, and integrating data governance practices into the 50+ L3 Hire-To-Retire HR process structure
- **Strong-Bridge** - Selected by the Strong-Bridge senior leadership to drive business development opportunities for the firm, creating business cases to increase revenue by 10-15%
  - Provided leadership for 12 strategic projects, moving several stalled projects forward to completion by digging into each project with key stakeholders to drive actionable milestones, timelines, accountability and removing blockers to completion

*T-MOBILE USA, Product Manager / Mobile Accessories, 2014-2015*

- Drove promotional marketing and retail merchandising strategies for the mobile accessories business (\$400M book of business) to increase accessory attachment and revenue
- Created and implemented a sales incentive program promoting attachment of 3 accessories per device sale, delivering an improvement in accessory attach by ~10% and enabling achievement of a \$400M sales goal
- Recognized as the team pacesetter for rapidly launching retail sales promotions with in-store collateral in just 4 days (vs. standard of 1 month), driving a ~30% increase in attachment over the promotional period
- Negotiated with 10 top tier vendors and won 8 sponsorships totaling \$100K in sponsorship revenue for the annual sales meeting, a 100% increase vs. prior year
- Developed three new research firm relationships and created a customer research strategy highlighting predictive trends in consumer purchasing behaviors, that provided insights used to drive promotions, SKU selection, and product assortment on-shelf

*T-MOBILE USA, Senior Product Operations Manager, 2010-2014*

- Drove collaboration with Product Managers, Engineers, Sales, Finance and Customer Service stakeholders to enhance the effectiveness and consumer experience of applications and services across all stages of the product lifecycle
- Launched the \$25M+ Family Allowances service (mobile service to control data, message and call usage) to single-line customers increasing revenue by ~10%. Led testing, web-tool analysis, customer messaging and SIVR interaction to deliver a seamless customer experience
- Successfully negotiated with Amazon and T-Mobile product teams for the pre-load of the Amazon Shopping app on the Samsung GS5 (T-Mobile's biggest device launch of 2014) and other 2<sup>nd</sup> tier devices, generating ~\$1M in incremental revenue
- Transformed the consumer refunds process by leveraging data to highlight gaps in the E2E process, enabling a reduction in service refund rates by 60% in just 5 months and driving cost savings of ~\$5M
- Evangelized the devices portfolio roadmap with strategic national accounts such as Wal-Mart and Sam's Club, to drive assortment for key retail sales events

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- Drove resolution to duplicate billing issues impacting the customer experience on the flag-ship My Faves service through reverse engineering, correcting over 50K+ customer invoices

*T-MOBILE USA, Senior Manager, SAP Process Integration, 2006-2010*

- Led a team of business and systems analysts (3 Managers and 10 FTE's) to deliver integrated process and systems solutions for all Order to Cash and Finance processes for T-Mobile USA
- Guided my team through a reorganization, developing a new team charter, structure and staffing model and the implementation of the ARIS business process analysis platform. My work resulted in a 90% reduction in contractor support, \$100K in cost savings, the hiring and training of 7 FTE's in 9 months, and an increase in team throughput by 100% (ability to support 40+ projects per year vs. 15-20)
- Drove a process and systems capability roadmap to optimize a \$1.5B sales commission process, delivering insights on risks / gaps to streamline the process

*MOLSON COORS USA, SAP Program Manager, 2005-2006*

- Selected by Finance leadership to act as the sole liaison with IT for the 200+ person Finance organization, driving organizational change, delivering new business processes/technology and process training
- Overhauled the reporting infrastructure for the entire P&L enabling net-new profitability reporting and labor savings of ~\$150K per year
- Led the development of business requirements for Finance, driving cross-team collaboration on GAAP and internal financial reporting requirements which improved financial reporting, simplified roles and responsibilities, and drove team accountability
- Drove the development and delivery of SAP training for the US Finance organization

*OTHER EXPERIENCE – Various roles of increasing responsibility at Molson-Coors Brewing Company, Unilever Best Foods, Dade Behring and Deloitte and Touche*

## EDUCATION / CERTIFICATIONS

- Bachelor of Science in Accounting, Northern Illinois University
- Certified Public Accountant (CPA) – Illinois
- Project Management & Agile Project Management (<https://www.linkedin.com/in/jasonadodson/>)
- Project Management Institute Member (PMI)
- SQL – Fundamentals, Querying and Managing Data, Advanced SQL – (<https://www.khanacademy.org/>)
- T-Mobile Product Management University

## TECHNOLOGY / BUSINESS SKILLS

**Business:** Product Management, Business Analysis, Cross-Functional Leadership, Business Process Improvement, Project Management, Team Management, Vendor Management, Training, Change Management, Business Strategy, P&L Management, Planning & Forecasting

**Technology:** SQL, Waterfall & Agile SDLC, SharePoint Designer, Google Analytics, SAP, Business Objects, Device AnyWhere, AmDocs (Telecom Customer Service & Billing), JIRA, IOS, Android and Windows Mobile

### ***In Process Training:***

- JAVA Programming – (<https://www.udemy.com/java-the-complete-java-developer-course/>)
- Six Sigma Green Belt – (<https://www.udemy.com/six-sigma-green-belt-training-and-certification-r/learn/v4/content>)