

Justin Hickey

• Chicago, IL

• justin@customizedsolutions.org

OBJECTIVE Motivated professional seeking a strategic management position, bringing outstanding leadership skills, communication ability and problem solving skills

CORE COMPETENCIES

*MBA from Ohio University *Statistical Analysis *Developing Marketing Plans
*Relational Database Design and Management *ADB2 *Clearable Background

EXPERIENCE **CT CORPORATION - WOLTERS KLUWER - ZERO CHAOS**, Chicago, IL

2009-Present **Temporary Assistant for Ongoing Projects**

- Maintained orders for multiple clients
- Worked closely with SWAT Team during Loyal Order of Moose registered agent change
- Contributed to the Service of Process team by assisting with operations
- Purchased materials for CT Corporation – Chicago

2009-Present **UNITED WAY OF METROPOLITAN CHICAGO**, Chicago, IL

Volunteer, Community Investment Operations

- Developed Access database detailing partner Agencies and Programs to determine 2010 funding initiatives
- Created ad hoc reports for Community Investment Operations management team

2006-2009 **HEWITT ASSOCIATES**, Orlando, FL

Systems Analyst, Health and Welfare Enterprise Business Group

- Served as a team member on a Six Sigma Green Belt project to decrease team defects resulting in a recommended 3.5 FTE savings
- Managed and reviewed the work of five Configuration Analysts in Orlando, Florida and four Configuration Analysts in Gurgaon, India
- Led training seminars for the Health and Welfare team for current and new associates

2004-2006 **Configuration Analyst, Health and Welfare Enterprise Business Group**

- Led the development of Medicare Part D Personal Communication Statements for more than thirty clients, encompassing tens of thousands of participants
- Coached newly hired associates. Taught Hewitt's proprietary system to three associates

2003-2004 **CUSTOMIZED SOLUTIONS**, Columbus, OH

Sole Proprietorship, Modern Furniture Design and Production

- Directed operations and assumed full profit/loss responsibility
- Developed an eCommerce platform compatible with PayPal Electronic Payment Systems

Summer 2003 **MINISTRY OF TRANSPORT**, PECS, Hungary

Consultant, Ohio University Joint Student Consulting Project

- Advised The Ministry of Transport regarding European Union ascension regulations to meet May 2004 deadline
- Formed liaison group between American and Hungarian participants to formulate cultural issues and team progress for daily faculty review

Summer 2000 **CORECOMM**, Columbus, OH

Analyst, Customer Operations Department

- Reported call trends and billing information to department heads
- Planned and created an Access reporting tool to track CoreComm representatives
- Maintained historical data set describing call center activities

- EDUCATION** **OHIO UNIVERSITY**, Athens, OH College of Business
August 2003 **Master of Business Administration** Emphasis in Management Information Systems
July 2001 **BS in Communication Systems Management** Minor in Business, Emphasis in Law
Winter 2001 **HOGESCHOOL VAN UTRECHT**, Utrecht, Netherlands
 Ohio University Communication Systems Management Exchange
- Multidisciplinary coursework: European Media Studies, Graphic Design of User Interfaces, and JavaScript
 - Culminating project: the design and completion of a dynamic web based application
- HONORS**
- The Mona Lisa of Cost Delivery and Quality Award – For Contributing to the Health and Welfare Enterprise Team’s Excellence and Overall Achievement – SQ FY2007
 - The Human Capital Institute – Member
 - College of Business Graduate Assistant Scholarship – 2002 to 2003
 - 90th Percentile on Graduate Management Admission Test (GMAT) Verbal Section – 2002
 - Multiple Dean’s Lists, requiring 3.3/4.0 GPA – 1997 to 2001
 - Eagle Scout – 1997