

Jeremiah Guy-Williams

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Experience

DISH Wireless | Program Manager | Littleton, Colorado June 2021 | Present

- Invented and manage the national vendor identity and access management program, saving over \$200K in costs
- Established 10+ new processes and training resources for market teams and external stakeholders
- Designed 7+ automation and reporting tools to reduce manual processes to seconds for internal teams
- Utilize data visualization tools, like Tableau, to assess vendor progress and drive strategic decision making

The University of Texas at Austin | BBA Intl. Programs Peer Advisor | Austin, Texas August 2020 | May 2021

- Conducted data analysis to uncover trends from past semesters to help support future administrative decisions
- Researched and updated over 50 key student support documents, including monitoring changes in visa requirements

Liberty Mutual Insurance | TechStart Intern | Plano, Texas June 2020 | August 2020

- Developed technical solutions to engage over 60,000 global employees through a range of technical applications
- Created innovative solutions to translate 180K internal support documents to eliminate employee language barriers

Apple Inc. | Support II Specialist | Austin, Texas May 2019 | August 2019

- Devised innovative methods to increase YOY sales engagement for products and services for 200+ team members
- Influenced team interactions to build over 50 new business connections within the greater Austin area

Technical Projects

Vendor Onboarding Experience Automation | DISH Wireless January 2022

- Built automation using JavaScript and G Suite tools, connecting intake forms, document storage, and internal records
- Met with key stakeholders to define the new process, assess risks, establish priorities, and implement the automation
- Increased data accuracy by 60% and reduced the timeline from days to under 6 hours

Vendor Identity and Access Management Automation | DISH Wireless July 2021

- Defined the vendor identity and access management program, processing 3,500+ access requests to date
- Built automation to verify correct access levels, process requests, and notify requestors of their approval
- Saved over \$200K in costs and significantly reduced access turnaround time from 2 weeks to less than 4 hours

Data System Interaction Improvement | Client: Mission Capital Spring 2021

- Utilized the Agile Framework to lead project logistics, adhering to project and client requirements
- Conducted continuous risk assessments, client meetings, maintained project scope, and deliverable timelines
- Led a team to invent a custom system, reducing data management by 75% and optimizing operational efficiency

Education & Certifications

The University of Texas at Austin | Bachelor of Business Administration, Management Information Systems May 2021

The University of New South Wales | Sydney, New South Wales, Australia Spring 2020

Project Management Institute | Certified Associate in Project Management March 2022

Skills & Additional Information

Technical Skills: Python, Excel, SQL, HTML/CSS, Final Cut Pro, JavaScript, VBA, Tableau, Google Apps Script

Work Eligibility: Eligible to work in the U.S. with no restrictions