

Joe Dwelley

Senior Business Consultant

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Summary

Creative and analytical operations professional with diverse experience in business and technology. Proven ability to combine initiative, vision, and critical thinking with leadership, teamwork, and project management skills. Expertise in handling complex assignments, meeting new challenges, solving problems, improving processes, and achieving significant cost savings.

Work experience

Senior Business Consultant

2020 - 2021

Business manager for technology modernization program, including cloud transformation of back-office systems.

- Migrated team's key customer support system to cloud without service interruption by assessing and prioritizing functionality, balancing a phased approach until changeover.
- Shortened reporting cycle from 8 hours to 30 minutes by optimizing backlog data gathering processes and improving work completion forecasting accuracy.
- Addressed cloud knowledge gaps of peers, mentoring business associates, after earning AWS Cloud Practitioner and Microsoft Azure Fundamentals certifications.

Product Owner

2018 - 2020

Business Leader charged with maximizing value of products available on Fidelity.com and NetBenefits.com, while also championing Agile transformation.

- Consistently obtained high Agility Maturity Assessment scores after being chosen by Executive Vice President to fulfill newly created Product Owner role, during challenging transition from Waterfall development methodology to Agile.
- Increased Agile squad productivity, adding 24 velocity points per sprint by assessing quality assurance procedures, recommending, and gaining buy-in for improvements.
- Saved scrum master 12 hours weekly by creating JIRA dashboards that generated self-service reports for management and stakeholder audiences.

Project Manager

2008 - 2018

Project and program manager, worked directly with competitors' project teams to propagate data onto Fidelity's open architecture platform.

- Bolstered 10% increase in client satisfaction scores by significantly enhancing breadth of information available for customers, while partnering with some of the world's largest investment management firms.
- Decreased data errors 25% and decommissioned 10 databases by managing project team of 30 combined onshore and offshore associates that instituted one golden record of master investment product data across company.
- Led an offshore project team of 12, meeting a 10-month deadline, fulfilling new Securities and Exchange Commission regulations for 401(k) retirement plans, saving business from noncompliance fines and penalties.

Software Quality Control Manager

2006 - 2008

Managed 8-12 concurrent end-to-end software testing projects for the implementation of new defined benefit retirement plans, including on-premises customer acceptance testing.

- Guided error-free launch of first 5 clients for new multibillion dollar product, managed 3 quality assurance teams locally and 2 abroad, while significantly improving communication among teams.

- Accelerated project initiation phase 20% by simplifying project plan templates, instating resource identification checklists, and revamping risk management questionnaire.
- Reduced overtime costs 10% by eliminating manual practices used by temporary staff to produce status reports.

Education/ Professional Certifications

BA Communication Studies

Bridgewater State University

Minors: Business Management & Public Relations

Graduate Certificate Client/Server Technology


Worcester Polytechnic Institute

AWS Certified Cloud Practitioner

Microsoft Certified: Azure Fundamentals

Skills

TECHNICAL



Amazon Web Services (AWS), Microsoft Azure, Microsoft SQL Server, MySQL, Oracle, HTML, CSS, JavaScript, WordPress, MS Office (Word, Excel, Access, PowerPoint, Outlook), Microsoft Project, Confluence, Microsoft SharePoint, OBIEE, Tableau, Power BI

PRODUCT MANAGEMENT



Agile, Scrum, Kanban, Jira, User Stories