

# JUSTIN J. MOSS



801.822.9810



justinjaredmoss@gmail.com



/justinjaredmoss

## Key Accomplishments:

- Lead content development team to create, edit, and publish over 11,000 pages of curriculum and documentation
- Launched custom developed knowledge management system to international community (20,000 pages of content)
- Scoped, managed, and delivered custom software integrations with Qualtrics for several Fortune 500 companies
- Lead full-service initiatives with cross-functional collaboration and external teams for several Fortune 500 companies
- Improved BYU-Hawaii scholarship system using SQL database queries used to evaluate 2000 students annually
- Focused online marketing channels and strategy which increased qualified sales leads 21% for Seating Innovations
- Utilized Lean Six Sigma tools to increase booking 178% and decrease wage expense by 20% for Lavish Getaways
- Designed two strategic board games – one uses unique scoring mechanism with zero sum round based scoring
- Wrote and produced full length music album

## Leadership:

- Hired and lead a team of writers and editors
- Presented to panel of top Fortune 500 executives
- Nominated and elected class President during MBA
- Founded profitable event photography business
- Presented at collegiate leadership conference
- Taught senior level undergraduate business classes

## Experience:

**Acton Academy, Austin, TX**

January 2017 – Present

*Chief Challenge Creator*

- Recruited and lead team of writers and editors to produce 5 years of curriculum for national network of schools
- Designed student feedback systems and driver analysis for curriculum development
- Developed frameworks used for curriculum redesign and project-based learning

**Qualtrics, Provo, UT**

December 2014 – August 2016

*Client Success Analyst - Mid-Market*

August 2015 – August 2016

- Managed a portfolio of 80 Mid-Market client accounts (primarily Fortune 500) with annual revenues of ~\$3M
- Lead department in account expansion by generating over \$750K in opportunities (~350% of quota)
- Launched initiatives in multiple Fortune 500 companies - managed cross-functional teams across departments, across companies, and with external contracted partners for enterprise software implementation deployment

*Client Success Analyst - SMB*

December 2014 – August 2015

- Managed a portfolio of 150 SMB client accounts with annual revenues of ~\$2M and 95% renewal retention
- Assisted in developing operating rhythm and programs intended for over 1,000 clients
- Consulted on market research best practices, data analysis, and survey design

**Roland Equity Partners, American Fork, UT**

September 2014 – December 2014

*Private Equity Analyst - Search Fund*

- Compiled market analysis, industry segmentation reports, and due diligence on executive teams
- Assisted in performing financial and market research on investment companies

**Brigham Young University – Hawaii, Laie, HI**

January 2014 – June 2014

*Teaching Assistant • Entrepreneurial Management (Course based on Harvard MBA Case Study Course)*

- *Strategic Management (Capstone Business Management Course - CapSim Business Simulation)*
- *Cash and Valuation (Capstone Entrepreneurship Course)*

## Skills/Certifications:

- SAP TERP10 Certified Business Associate
- Bloomberg BESS Certified – Finance
- SAP (ERP), SAP Crystal Reports, and Tableau
- SQL Database Queries, data analysis, Tableau dashboards
- Lean Six Sigma Methodology
- Project Management Institute – Member

## Education:

**Acton School of Business, Austin, TX**

December 2016

*Masters of Business Administration – Entrepreneurship*

- Analyzed over 200 Harvard Business School case studies building financial models and decision frameworks

**HBX | Harvard Business School,**

February 2015

*CORE: Credential of Readiness – Courses: Business Analytics, Economics for Managers, and Financial Accounting*

**Pass / (Pass/Fail)**

**Brigham Young University Hawaii, Laie, HI**

**Graduated Magna Cum Laude – June 2014**

*Bachelor of Science - Business Management - Supply Chain, Operations and Project Management*

**CGPA: 3.84 /4.0**

## Volunteer:

**The Church of Jesus Christ of Latter-day Saints, Everett, WA**

March 2008 – 2010

*Full-Time Volunteer Representative*