

# JOEL CROFT

4201 Massachusetts Ave NW, Apt 4041 ■ Washington, DC 20016 ■ 713-898-5242 ■ joel@joelcroft.com

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## EDUCATION

### American University, Kogod School of Business

*Bachelor of Science in Business Administration*

Specializations: Information Systems & Technology, Management

Cumulative GPA: 3.66, Major GPA: 3.89

Washington, DC

May 2010

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## HONORS AND AWARDS

- **Senior Award for Outstanding Service to the University Community** for unique contributions and sustained service that will leave a lasting impact on the University community May 2010
  - **Bruce Hughes Senior Award** for unusual depth and maturity in leadership abilities May 2010
  - **Stuart Dow Innovative Leadership Alumni Award** awarded by the Emery/Weiner School April 2010
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## EXPERIENCE

### Deloitte Consulting

*Business Technology Analyst*

Washington, DC

July 2010 to Present

### Student Advocacy Center

*Director*

Washington, DC

May 2009 to May 2010

- Initiated re-development and codification of office policies and procedures resulting in complete client satisfaction
- Restructured student hiring and training processes, increasing staff retention by 73% and improved quality of service
- Developed strategies for solving complex cases and advised staff on how to approach difficult problems

### New Signature Consulting

*Summer IT Analyst*

Washington, DC

May to August 2009

- Evaluated new technologies in test environment to determine potential value to clients
- Authored and updated implementation procedures to standardize the work completed by consultants
- Assigned project work to consultants and ensured that all components of projects were completed on schedule

### AbroadCircle.com

*Founder & Owner*

Washington, DC

December 2008 to May 2009

- Founded online community for students to share experiences and connect while abroad
- Designed interactive website application with MySQL database backend

### American University – Public Safety

*Student Payroll & Scheduling Supervisor*

Washington, DC

March to August 2008

- Analyzed business processes to improve scheduling and payroll procedures through the creation of a web portal
  - Devised an incentive program to decrease staff absenteeism by at least 15% in 3 months
  - Improved reporting capabilities with the introduction of new database analysis techniques
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## LEADERSHIP ACTIVITIES

- Founder and President, *Business, Technology, and Consulting Club*, Kogod School of Business, August 2008 to May 2010
  - Deloitte Strategy & Operations Externship, participated in 2-day case workshop, September 2009
  - Director of Entrepreneurship, *Alpha Kappa Psi*, Kogod School of Business, April to December 2009
  - Developer, *ClassAlert*, developed patent-pending system to text students when the class they wanted to register for opened, American University, December 2008
  - President, *Class of 2010*, American University Student Government, August 2007 to May 2008
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## SKILLS

**Business Requirements Analysis** – Business process mapping, UML use case and data modeling

**Software** - Certified in Excel & Access, advanced knowledge of Visio, expert with PowerPoint and Outlook, Share Point, MS Project (including Project Web Access), Lotus Notes, Exchange, MS SQL and querying