

James Gilmore



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About Me

Education

MBA, *Entrepreneurship*
Univ. of Central Florida

BS, *Business*
Univ. of Central Florida

Skills

Data Analysis

- *Python (Jupyter, Pandas, Numpy)*
- *Excel*
- *Tableau*
- *SQL*

CRM

- *Dynamics*
- *Salesforce*

Tools

*Loop, GitHub, Jupyter
Notebook, Notion, Airtable,
Glide, WorkFront*

Community

Toastmasters - 832
President (2023 – 24)
Treasurer (2024 – present)

*UCF Seattle Alumni
Chair (2021 – Present)*

Thank you for your consideration

Professional Experience

Client Services Manager

Velocity Solutions | Remote | June 2019 - Present

- Managed 60 financial institution clients with book value above \$6M. Help clients throughout their entire journey post-sale through renewal; software implementation, consulting, training, support, and analysis.
- Led automation initiatives across multiple products using Python and no-code tools, streamlining processes and enhancing efficiency.
- Built multiple Jupyter Notebooks to automate monthly analysis, saving 20+ hours per month and enabling improved product reporting.
- Successfully cross-sold \$2M in 2023 through identifying and executing coordinated strategies with sales and consulting teams.
- Led 50+ software implementations for both on-premises and hosted solutions; working with C-suite, tech resources, operations and others.
- Provided valuable regulatory and compliance guidance to client executives, helping them navigate industry requirements and mitigate risks.
- Member of and actively contributed to product improvement committee, shaping future enhancements to meet client needs effectively.

Independent Consultant

Independent/EduPaas | May 2018 – June 2021

- Established EduPaas, a consulting firm specializing in providing strategic and tactical guidance, software training, negotiation support, and more to university and athletics business units.

Manager, University Business

Navigate Research | May 2016 – May 2018

- Successfully managed and contributed to 25+ university and professional sports consulting projects as a consultant.
- Coordinated with procurement co-ops, including E&I Co-Op, to develop comprehensive campus-wide RFPs and sourcing strategies.
- Conducted thorough research and performed sponsorship valuations to support data-driven decision-making.
- Provided expert negotiation assistance, leading to significant revenue growth ranging from 130% to an impressive 227% in multiple agreements.
- Generated actionable C-suite insights through the utilization of Tableau and Excel dashboards for enhanced data visualization and analysis.

Director of Sales

UCF Athletics | Aug 2015 – May 2016

- Managed and motivated a sales team of ten, driving increased revenue across multiple sports.
- Achieved a significant 47% increase in men's basketball single game sales and a remarkable 118% growth in new baseball revenue.
- Implemented data collection and data mining processes to drive improved decision-making and sales strategies.

Assistant Director of External Operations

UCF Athletics | May 2011 – Aug 2015

- Built a student section brand – *The Nightmare*.
- Developed a \$50k/yr new revenue stream from student guest tickets.
- Designed department-wide KPI dashboards and data tracking tools.