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 JimFurey

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JIM FUREY

Meticulous project management professional known for the profound ability to distill and prioritize the essential needs of his stakeholders to ensure the results are delivered.

AREAS OF EXPERTISE

- Consultative Needs Assessment
- Cross-Functional Team Leadership
- Software Training and Curriculum Development
- Troubleshooting
- Inventory Maintenance
- Project Management
- Process Development and Mapping
- Technical Documentation
- Enterprise Systems Testing
- Distribution and Logistics
- Enterprise Technology Implementation
- Improve End-User Functionality
- Problem Solving
- Enterprise Software Upgrades and Implementations
- Sales Order Entry and Processing

HIGHLIGHTS AND ACCOMPLISHMENTS

Enterprise Software Upgrade and Implementation

Proprietary enterprise software with major update rolled out globally. Responsible for US rollout for the sales division.

- Key project lead ensuring that required functionalities were maintained and re-design new processes for new functionalities.
- Responsible for the establishment and maintenance of timelines.
- Key liaison between major stakeholders and programmers. Prioritizing needs of stakeholders and management of feature creeps.
- Document all technical changes and process changes.
- Develop all new policy and procedures.
- Develop and facilitate end-user training across US.

Launch of Giant Bicycle's B2B Website, G-Store

B2B site launched for Giant dealers and Retailers as a destination for inventory ordering, sales support, and technical information. Resulting in increased efficiencies in order entry and inventory management as well as enabling sales team to focus on more complicated, bigger ticket sales orders. Percentage of orders processed through G-Store: 2015 56%, 2016 64%, 2017 67%.

- Key liaison working with sales, finance and programming to ensure functionality meets stakeholders' needs.
- Document internal policies and procedures.
- Document all technical changes and process changes.
- Post launch responsibility for posting content for site to including white papers, promotions, and graphics.
- Responsible for all end-user training on all changes and upgrades to functionality.



EMPLOYMENT HISTORY

Giant Bicycle, Inc., Newbury Park, CA

2004-2017

Giant Bicycle is the world's leading brand of quality bicycles and gear with over \$1.5 billion in annual sales.

Sales & ERP Support and Training Specialist

2014-2017

- Key liaison between Sales, IT, Warranty, Product, Purchasing, Operations, Credit, Accounting and Marketing to ensure product sold is efficiently processed, delivered, and dealer/retailer is satisfied.
- Key liaison and project lead for maintenance of G-Store (B2B site) including but not limited to updates, new features and functionality.
- Troubleshoot ERP systems as needed.
- Conduct testing on ERP systems testing as needed during programming changes and upgrades.
- Developed and implemented content for G-Store (B2B site).
- Key liaison between Sales, Marketing and IT in the development and launch of Giant's e-commerce consumer site.
- Developed and implemented new employee training, employee re-training (for software updates), as well as ERP help desk.
- On-going updates and maintenance of ERP systems and G-Store.

Inside Sales Manager

2008-2013

- Responsible for up to 9 Inside Sales Reps and a 3-4 person Warranty Department ensuring quality customer service and after sales care.
- Designed and implemented sales processes for inside and outside sales teams.
- 2012 Awarded Partnership Award for encouraging cross-functional cooperation.

Inside Sales Representative

2004-2008

- Responsible for sales and customer maintenance for up to 120 accounts.

Simi Cycling Center, Simi Valley, CA

1993-2004

Established in 1975, Simi Cycling Center is the one of the oldest and most established cycling stores in the region.

General Manager (Last title held)

- Responsible for overall sales and service for the store
- Supervise sales associates and service technicians
- Responsible for purchasing and inventory of all product lines offered
- Responsible for visual merchandising of store.



EDUCATION

Learning Tree University

Computer Graphics Certification

1998-1999

Moorpark College

Music Composition Major, History Minor

1990-1992

SOFTWARE PROFICIENCIES

Microsoft Dynamics AX

MS Office Suite

Target Business Data Analysis

Apple Logic Pro X

Apple Pages

Apple Numbers

Adobe Photoshop CC

Adobe Illustrator CC

Adobe InDesign CC

Basic HTML programming