

JIM FUREY

P H O N E
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L I N K E D I N
J i m F u r e y 7 7

W E B S I T E
thejimfurey.com

SOFTWARE PROFICIENCIES

MS Dynamics AX
(ERP Software)

Target

(B.I. Data Analysis)

MS Excel

Adobe Photoshop CC

Adobe Illustrator CC

Adobe InDesign CC

Apple Logic Pro X

Wordpress CMS

EDUCATION

LINKEDIN LEARNING
2018

Agile/Scrum Methodology
Branding/Graphic Design

LEARNING TREE UNIVERSITY
1998-1999

Computer Graphics
Certification

MOORPARK COLLEGE
1990-1992

Music Composition Major,
History Minor

Meticulous customer-focused professional known for the profound ability to distill and prioritize the essential needs of his stakeholders to ensure that expected results are delivered.

AREAS OF EXPERTISE

- Consultative Needs Assessment
- Cross-Functional Communication
- Cross-Functional Team Leadership
- Process Development and Mapping
- Improving End-User Functionality
- Technical Documentation
- Software Training and Curriculum Development
- Sales Order Managing and Processing
- ERP Software Upgrades, Implementations, and Systems Testing
- Project Management
- Problem Solving / Creative Solutions
- Troubleshooting
- Inventory Maintenance
- Distribution and Logistics

HIGHLIGHTS AND ACCOMPLISHMENTS

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.

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.



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GEEKY FANDOMS

SPECIFIC

Star Wars

Robotech

Weird Al

Harry Potter

GENERAL

LEGO

Comics

Funko Pop! Vinyls

MUSIC

Synthpop

Movie Scores

Jazz

WRITERS

Douglas Adams

Tom Holt

Matt Wagner

Rick Remender

NERDY INTERESTS

Music Production

Disneyland

Travel

Mountain Biking

Detroit Sports Teams

LA Sports Teams

WWII

The Crusades

Web Design

Social Media

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 orders are efficiently entered, processed, and delivered.
- Key liaison and project lead for maintenance of the G-Store (B2B site), including but not limited to updates, new features and functionality.
- Troubleshoot ERP systems as needed.
- Conducted testing on ERP systems, testing as needed during programming 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 business-to-consumer e-commerce site.
- Developed and implemented new employee training, employee re-training (for software updates), as well as ERP internal help desk.

Inside Sales Manager

2008-2013

- Managed 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.
- Developed analytics to measure key sales team metrics.
- Awarded 2012 Partnership Award for encouraging cross-functional cooperation.

Inside Sales Representative

2004-2008

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

Simi Cycling Center, Simi Valley, CA

1993-2004

Established in 1975, Simi Cycling Center was 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.

VOLUNTEER PROJECTS

Comicspriceguide.com

Nov. 2017 - Present

Responsible for the entry of metadata related to individual comic books and the verification of metadata submitted by other users of the site.

- Metadata includes: creator info (writers, artists, editors, etc.), publication dates, pricing, cover artwork.
- Metadata confirmed through research on publisher sites and through personal collection.
- Interacting with other users via the site forums to increase their awareness of site functionalities and to enhance their user experience.

