

JIM FUREY

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LINKEDIN

JimFurey77

WEBSITE

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

Adobe Lightroom CC

Adobe Fresco

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 analyze 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 Analysis, Mapping, and Development
- Improving End-User Functionality
- Problem Solving / Creative Solutions
- Software Training and Curriculum Development
- ERP Software Upgrades, Implementations, and Systems Testing
- Technical Documentation
- Project Management
- Troubleshooting

HIGHLIGHTS AND ACCOMPLISHMENTS

Launch of Giant Bicycle's B2B Website (G-Store)

I was a primary feature designer for a B2B site launched in 2010 for Giant Retailers as a destination for inventory ordering, sales support, and technical information. This was an ongoing project starting in late 2008 that I continued to lead through my tenure at Giant.

- Primary interface between multiple department heads to ensure key functionalities were met or did not contradict stakeholder needs. Negotiated compromises when needs clashed.
- Designed site modules for placing orders, backorder management, product search, technical information, white paper depository, and warranty claims.
- Compiled functionality requirement frameworks for IT developers to work from.
- Prioritized future modification requests based on feedback collected from users.
- Responsible for the design, curating, and publishing of both rotating and static site content.
- Created and administered end-user education for changes and upgrades to functionality through seminar, small group, or peer-to-peer training.
- Site launch resulted in increased efficiencies for order entry as well as enabling the sales team to shift focus from passive order entry to active account management.
- In 2015 over 50% of all orders were placed by retailers via the G-Store. By late 2017 this had increased to nearly 70%.

Enterprise Software Upgrade and Implementation

I was the primary project lead for the US Sales Team during the global ERP upgrade cycle from Axapta 3 to Dynamics AX 2009. Cycle started in late 2008 with a go-live in early 2010 and ongoing upgrades throughout the remainder of my tenure with Giant.

- Established project priorities ensuring that key functionalities were present at go-live.
- Designed new processes to meet team requirements if old processes were no longer valid.
- Conducted detailed testing of features to ensure functionality met expectations.
- Managed project completion time lines based on function priorities. Negotiated project priorities based on stakeholder needs, programmer availabilities, and software capabilities.
- Critiqued list of projects with critical analysis of requested functions to avoid feature creep.
- Updated and created ERP process use policy and procedures for the US Sales Team.
- Created and administered end-user education on ERP functionality updates through seminar, small group, or peer-to-peer training.

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GEEKY FANDOMS

SPECIFIC

Star Wars
Robotech
"Weird" Al

GENERAL

LEGO
Comics
MUSIC

Synthpop
Movie Scores
Jazz

WRITERS

Douglas Adams
Tom Holt
Matt Wagner
Rick Remender

NERDY INTERESTS

Music Production
Graphic Design
Typography
Travel
Mountain Biking
Detroit Sports Teams
LA Sports Teams
History
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

- Primary liaison between Sales, IT, Warranty, Product, Purchasing, Operations, Credit, Accounting and Marketing to ensure that order processes delivered the expected results.
- Project lead on the Giant G-Store (B2B site) for updates, requested new features, and functionality improvements.
- Conducted detailed testing or troubleshooting of sales processes on internal ERP systems as needed during functionality upgrades or systems failures.
- Designed, curated, and published rotating and static content on the G-Store.
- Advised Sales, Marketing and IT during the development and launch of Giant's business-to-consumer e-commerce site regarding cross-functional systems compatibilities.
- Created new analytics utilizing relational database Business Intelligence (BI) software to measure sales performance of both B2B and B2C sales channels.
- Established and implemented new employee training, ongoing employee training, and functioned as the ERP internal help desk for all things sales related.

Inside Sales Manager

2008-2013

- Coached and mentored 9 Inside Sales Reps and a 4 person Warranty Department ensuring quality customer service and after sales care.
- Designed and implemented digital sales processes for inside and outside sales teams.
- Developed analytics to measure key sales team metrics.
- Installed and managed new call-tracking software for measuring in/outbound call volume.
- Conducted detailed testing and process development during the 2010 roll-out of a major company-wide ERP system update.
- Awarded 2012 Partnership Award for encouraging cross-functional cooperation.

Inside Sales Representative

2004-2008

- Managed sales and customer relations for 120 independent retailer accounts throughout the Midwest United States.

Simi Cycling Center, Simi Valley, CA

1993-2004

Simi Cycling Center was one of the leading cycling lifestyle stores in the region.

General Manager (Last title held)

- Responsible for setting and achieving overall sales and service department revenue goals.
- Supervised and coached sales associates and service technicians.
- Managed purchasing and inventory control for both hard and soft goods.
- Designed the visual merchandising outlook for the entire 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, etc.), publication dates, pricing, cover artwork. Metadata confirmed through research on publisher sites and personal collection.
- Interacting with other users via the site forums to increase their awareness of site functionalities and to enhance their user experience.

Thank you.