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| **Jonathan Tuttle**  89 East Somerset Street, Raritan, NJ 08869  [Jtuttle314@gmail.com](mailto:Jtuttle314@gmail.com)  Mobile: (609) 915-9743 | [LinkedIn](https://www.linkedin.com/in/jonathan-tuttle-6822a312/) |
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| **SUMMARY:**  An experienced data driven, process minded leader. Highly skilled in Microsoft Excel/ Macro VBA coding, data analysis and presentation. Innovator, problem solver and overall team player. Motivated to self-develop and independently increase knowledge. Cross functional business partner, well versed in reporting and simplifying large data sets into executable information.  **SKILL SET:**  **·**Advanced Microsoft Excel VBA/ Macros, Access, Import/ Export, Pivot Table and complex formulas/ functions  **·** Proven ability to influence, lead, organize group projects, multitask, and work as a team player while focusing on KBI & KPI targets  **·** Increase productivity utilizing Oracle/ ERP modules & OBIEE to develop lean base processes without guidance  **·** Capable of providing excellent customer serviceboth in verbal and writtencommunication to internal and external customers  **Certification Course Work:**  **· Rutgers University,** Data Science Boot Camp  **·** SQL, Tableau, Python, Big Data analytics *Current -February 2018*  **· Villanova University**  **·** Certificates of Achievementin Green, Lean and Lean Six Sigma Black Belt  *October 2012 -August 2013* | |
| **EXPERIENCE:**  **Ricoh USA** West Caldwell, NJ  *Manager, Federal Customer Administration June 2014 - June 2017*  **·** Partnered with AR team to reduce aged +90 AR from 30% of total to 4.2% over 3 years while the business grew 20% each year  **·** First Vertical Market billing team to achieve 0% +30 in our invoice queue, Q1 2015  **·** Created/ shared best practice process flow of invoice validation & portal transmission for federal procedures guide in MS Visio  **·** Onsite visits to customer locations with sales team to ensure a positive customer relationship  **·** Worked with process improvement team to successfully automateinvoice transmissions to customer web invoicing portal  **·** Collaborated with Order Mgmt, Compliance, Finance, Leasing, Dealer and Business Dev teams to exceed company objectives  **·** Lead cross functional project teams to reduce aged accounts receivable and facilitate cash flow  **·** Consistently delivered forecasts & business results with month to month improvement  **·** Negotiated the removal of process obstacles that inhibit business objectives  **·** Scripted Macros to quickly delegate team assignments off system while IT upgraded ERP platform to accommodate business needs  *Lead Specialist, Government Invoice Administration/ Web Billing December 2013 - June 2014*  **·** Forecasted EOM goals and efficiently managed team projects with daily assignments to meet or exceed KPI/ scorecard goals  **·** Worked with Business Planning/ Process team to establish new policies and procedures; best practices  **·** Provided sight to over of $14M of electronically delivered AR**,** and automated resolution ownership assignments to internal teams  *Senior Specialist, Government Contract Audit December 2011- December 2013*  **·** Authored automated efficiency increasing macro scripts to reduce daily reporting setup time from 1 hour to 5 minutes  **·** Developed, formatted, forecasted, and coordinated deployment of daily processing assignments to team members  **·** Redesigned and maintained enhanced Contract Audit Form with error cause reporting for training and score card assessments  **·** Documented/ quantified QA errors & interacted daily within a global matrix environment to ensure standards of order processing  **·** Audited contracts per various financial impacting audit points in compliance with Sarbanes and Oxley regulations  *Associate, Customer Master/ Support Services, (contract to hire*)  *April 2009 - December 2011*  **·** Ensured accuracy and documentation of customer locations, tax exemptions, price list eligibility and lease ownership transfers  **·** Maintained customer database per process and worked with cross functional business teams for nonstandard accommodations  **·** Reduced the circulating returned AR by over 82% in 1 year, which resulted in a manageable cycling backlog  **Affinity Federal Credit Union** (contract) Basking Ridge, NJ *Risk Administration, Data Analyst December 2008 - March 2009*  **·** Successfully analyzed/ tracked shared branch cash transactions anti-fraud, anti-terrorist funding and anti-money laundering data  **·** Audited account assessments from other analysts and implemented database corrections if necessary  **EDUCATION:**  **Muhlenberg College**, Allentown, PA  *Bachelor of Arts in Anthropology. Concentrations in Sociology, Critical Thinking and Data Analysis* | |
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