**Ryan Heald**

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**QUALIFICATIONS**

* 17 years data / business / quality analyst
* 13 years team leadership experience
* 23 years customer service / client relations
* 4 years Salesforce admin user
* Microsoft Office Suite including Excel, Word, PowerPoint, SharePoint, Outlook
* Google Workspace
* Concur, Workday and several other business programs utilized
* Exceptional math skills, attention to detail and accuracy

**EMPLOYMENT HISTORY**

**Ziprecruiter, Phoenix, AZ (remote)**

**Revenue Operations Analyst / Compliance Feb 2022 - May 2022**

Assess sales audit process for compliance, risk analysis and process improvements

**Taylor Farms NW, Kent, WA**

**Data Analyst / Planning/Forecasting & Customer Service Sep 2020 - Feb 2022**

Improved department process for predicting expected orders to reduce waste and increase productivity

Analyzed Line Balancing and Production Sequencing to improve run rates and productivity.

Forecast and Manage Variable Production Schedule and Inventory Supply

VPS, Axapta, SSRS, EDI, Vantage Point, Red Zone

Implemented Demand Solutions (DSX) and APS for new ERP systems for all departments

**American Express Global Business Travel, Phoenix, AZ (remote)**

**Business Analyst / Team Lead / Quality Analyst / Customer Service Nov 2005 - Aug 2020**

Researched, tested and implemented process improvements to increase team productivity by 33% and provide department savings of over $30k per month

Created and analyzed scheduled (daily/weekly/monthly/annual) or ad-hoc reports from over 15 systems to provide clear, concise reporting for Director/VP/SVP including financial performance, cost effectiveness, budgeting, customer satisfaction, root cause analysis

Produced KPIs and presented monthly scorecards for team performance reviews and coaching

Organize and present on global training and strategy alignment calls

Administered internal audits and accuracy reviews, as well as approvals of all high-dollar transactions.

Initiate department training and mentoring of new-hires; vacation planning and scheduling

Successfully maintain internal and external client relationships including high profile accounts, compliance reviews and personalized reporting assistance

Helped on-board two new databases with tool enhancements, access rights, troubleshooting

Admin for Travelforce (by Salesforce) and championed system improvements for global database

Ensure proper documentation and procedures are followed throughout Global Business Travel

**EDUCATION**

**Edmonds College – Lynnwood, WA**

Associates Degree and Associates Certificate – Business / Travel & Tourism

Dean’s Honor List

Classes Included: Accounting, Business Management, Travel, Microsoft Office

**Received Excellence in Mathematics Award from Johns Hopkins University**