

PAUL WILLIAM DOWNING

SUMMARY OF QUALIFICATIONS

- Strong knowledge of X12, EDIFACT, retail supply chain, SaaS business models.
- Strong background successfully managing employees to achieve desired outcomes.
- Proven ability to find direction for process improvement and new initiatives.
- Effective leadership, interpersonal, planning and cross-departmental collaboration.
- Proficient in Microsoft Office, AS2 protocol, FTP, and VAN connections, Salesforce CRM, some SQL
- Entry level Ruby on Rails development skills, with good understanding of MVC and code syntax.

CORE COMPETENCIES

Leadership • Management • Problem Solving • Communication
Initiative/Innovation • Process Improvement • Customer Service • Responsibility

PROFESSIONAL EXPERIENCE

Leadership/Experience

- Performed QA on SPS developed maps to ensure they met both EDI and partner standards.
- Recognize, research, isolate, and resolve customer issues while maintaining constant communication.
- Serve as a primary lead for implementation and service team members to resolve issues they are unable to facilitate.
- Facilitate release of new program update across the entire company and customer base.
- Created cross-departmental training materials for new AS2 system roles and SPS Commerce Support Center
- Manage the SPS online Support Center by monitoring and updating content, ensuring employee response within Service Level Agreement, and implementing process improvement.

Service/Awards

- Maintained 97.5% customer satisfaction rating over 1.5 years.
- Two time 4th quarter employee recognition recipient.
- Officially commended for initiative, enthusiasm, tenacity, intense customer focus, attention to detail, and dependability in performance reviews.
- Completed voluntary customer service training to learn new ways to enhance customer satisfaction and improve productivity.

Management

- Assisted in hiring new employees, by developing and implement training policies to increase efficiency with regard to employee development and enhanced productivity.
- Facilitated student/staff meetings of up to twenty-six people. Participated in the professional development process to help entry level employees succeed and improve.
- Maintained the locker rental program for over three hundred lockers on the East Bank campus.
- Fashioned a proposal to restructure and retain the locker program with Student Unions & Activities.
- Wrote and conducted employee written reviews.
- Developed new procedures and policies, to make gameroom more efficient and safe

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EMPLOYMENT HISTORY

SPS Commerce , Minneapolis, Minnesota <u>Associate Quality Assurance Analyst</u>	2014-Present
SPS Commerce , Minneapolis, Minnesota <u>Support Center Lead</u>	2013-2014
SPS Commerce , Minneapolis, Minnesota <u>Senior Customer Operations Analyst</u>	2013-2013
SPS Commerce , Minneapolis, Minnesota <u>Customer Operations Analyst</u>	2012-2013
Minnesota Swarm Professional Lacrosse , Saint Paul, Minnesota <u>Brand Management Intern, Game Ops Intern</u>	2011-2012
Student Unions & Activities, Information Desk , Minneapolis, Minnesota <u>Student Manager</u>	2010-2012
Student Unions & Activities, Goldy's Gameroom , Minneapolis, Minnesota <u>Student Manger & Bowling Lane Mechanic</u>	2010-2012
New Page Paper Mill , Wisconsin Rapids, Wisconsin <u>Assistant Kiln Operator/Summer Vacation Relief</u>	2008 & 2010
Bowlmor Lanes , Wisconsin Rapids, Wisconsin <u>Front Desk Assistant & Pin Chaser</u>	2006-2008

EDUCATION

B.S., Sports Management, University of Minnesota, Minneapolis, Minnesota
Graduation: Spring 2012
Focus on Marketing, Community Relations, Brand Management, and Customer Relations