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|  | Joseph  Wallick | Seattle, WA 98117  (303) 801-8557  joseph.wallick@convoy.com |

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| Professional Summary |

Driven and continuously learning professional seeking to grow into program management. Specializes in analyzing issues and improving processes to drive efficiencies and delight customers. Real-world experience delivering multiple projects of varying scale and complexity.

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| Skills |

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| * Process Improvement | * Cross-team collaboration | * Data Analysis |
| * Excel | * SQL | * Project Management |
| * Metric Tracking |  |  |

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| Experience |

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| Sr. Customer Experience Specialist  Convoy | Seattle, Washington | June 2021 - Current |

Manages operations of Proctor & Gamble account and optimizes processes to improve key metrics in Customer Experience and achieve operational goals.

* Collaborated with Fleetcare to implement vendor-owned process improvements that reduced average damaged trailer dwell time at PAG sites from 13 to 5.9 days
* Utilized SQL and Excel to stand up audit process for identifying shipment-level patterns that drive up IMPS. This audit uncovered multiple process gaps and was used to inform action plans for improvements
* Utilized Tableau to track metrics and deep dive Kroger lanes that were underperforming in PUB/DOB and ASOT metrics. Drove solutions that improved these metrics by 7, 5, and 13% respectively for the account.
* Managed project planning, timeline, and execution of a two-week implementation training program that is used by ORCA to supplement Convoy Specialist training

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| Operations Project Manager  Microsoft (through Insight Global) | Redmond , Washington | March 2019 - January 2021 |

Executed commerce operations and engineering engagement for Azure Enterprise Cloud enrollments

* Managed Reserved Instance billing program
* Built a business case to drive a product feature that automated currency conversion and credit calculations on RI returns. This improved the efficiency of our offshore team, enabling them to process these transactions 18% faster
* Partnered with engineering to develop a SQL query that could quantify the cost impact of large scale RI outages instantly. This reduced Customer Pain Time (CPT) for these case types by approximately 40%
* Liaised between commerce engineering and internal/external stakeholders to communicate technical feedback in customer friendly terms
* Successfully executed reorganization of RI program from Commerce Engineering into Azure Support

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| Total Loss Claims Adjuster  Allstate Insurance Company | Bothell, Washington | January 2018 - February 2019 |

Worked in a high-volume environment providing quality care to customers experiencing the total loss of their vehicles

* Effectively guided customers through the difficult processes that follow an accident
* Used empathy and emotional intelligence to communicate with customers experiencing crisis
* Coordinated the processing of losses between the insured, government entities, mechanics, tow/salvage companies, and Allstate
* Utilized negotiation and conflict resolution skills to resolve settlement disputes
* Prioritized large volumes of claims to ensure all customers received necessary attention

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| Education |

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| Bachelor of Arts (B.A.) - Political Science and History  Gonzaga University, Spokane, WA | May 2017 |

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| Microsoft Azure Certification  Microsoft, Redmond, WA | March 2021 |

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| HTML, CSS, Java Script (In progress)  Convoy TechEd, Seattle, WA |