

Joshua J. Jones

Joshua.J.Jones@ricoh-usa.com ❖ (360) 389-1510 ❖ Maricopa, AZ

WORK EXPERIENCE

Ricoh USA

April 2018 – Present

Process Improvement Analyst

Tempe, AZ

- Diagnose and resolve complex system issues submitted by customer administration team.
- Leverage Process Improvement tools and techniques to design, develop, document and assist in implementing standard processes
- Work with business operations to solicit input for change to specific processes

Customer Advocate

Served as the focal point to resolve customer issues received from internal and external customers including order invoicing and billing issues. Resolving customer complaints and researching account discrepancies.

- Worked in conjunction with internal and external customers to identify disputes that have resulted in delayed payment and perform the appropriate actions to correct going forward.
- Communicated root causes of issues to management for corrective action and took independent action to correct issues.
- Promoted a One Team mindset by collaborating with internal partners.
- Built constructive and effective relationships using diplomacy and tact.

Team Lead

- Supported and enforced department goals for service revenue and measurements of team performance.
- Assisted team members with resolution of customer issues and more complex problems.
- Recommended new and improved procedures as needed to improve productivity and skillful job performance.
- Monitored, reviewed, and documented daily and monthly activities and performance of the team, i.e., billing accuracy, unbilled lines, contract renewals, turn-around time on customer issues (SR resolution period).

Billing Specialist

- Managed customer inquiries, and take full ownership of customer inquiries, providing timely customer service support on issues related to billing, order status, delivery, cancellation.
 - Earned recognition as top employee for Q2 FY18 after only 6 months in position.
 - Earned top KPI scores for team for FY18.
 - Built and maintained several Excel macros for team members to assist in verifying data and automation of work.
- Obtained meter reads, purchase order numbers and other billing information, as necessary, from customers and other Ricoh personnel.

Curascript SD

October 2016 – April 2018

Inventory Coordinator

Tempe, AZ

- Worked in receiving, inventory and outbound operations.
- Functioned as backup for the Operations Manager during absences as needed.
- Worked with procurement to provide resolution to damaged product and licensing issues.

Mt. Baker Vapor LLC

March 2013 – October 2016

Inbound Logistics Supervisor

Mesa, AZ

- Supervised daily warehouse and order processing areas including packaging and shipping customer orders, ensuring accuracy of shipments and documentation, receiving incoming material and routing to appropriate area or personnel, ensuring inventory transactions are accurately logged.
- Isolated and identified areas of improvement.
- Established & adjusted Standard Operating Procedures to meet warehouse demands as dictated by production schedules and workload.

EDUCATION

Western Governors University

June, 2022

BS, Business Management

SKILLS & INTERESTS

- Skills: Strong Microsoft Office Skills; Macros; Computer Skills; Account Management; Adaptability; Problem Solving; Analytically Minded
- Interests: Sailing; Off-road Exploring and Camping; Lightning Photography; Electronics; Comics