

Rick Jones

Qualifications

Excellent management, motivational and technical skills established by creativity, attention to detail, thoroughness and follow-through. Driven by a strong value system and commitment to lifelong integrity.

Experience

Fuddruckers, Inc	Saint Paul, MN
<i>Customer Service Manager</i>	<i>11/2001-Present</i>

- Increased service and support by effectively managing customer service initiatives
- Created new and lively marketing program aimed at potential customer base of 100,000
- Enhanced customer service quality, efficiency, and time management
- Accurately managed budget, conducted financial forecast reviews
- Developed high retention rate during supervision of 25 customer service personnel
- Developed unique motivational programs to increase sales and efficiency amongst staff
- Accurately and responsibly managed cash flow of superior-performing store
- Networked with local businesses for cross-promotion opportunities
- Worked without direction or supervision to create food shelf donation program on behalf of company

ABCD-GHI	Bloomington, MN
<i>Corporate Development</i>	<i>April 99 – July 01</i>

- Responsible for marketing new procurement process and procedures within 4,000 member company
- Managed Technology Asset Database focusing on leasing of technology equipment
- Evaluated business specific processes with focus on increasing efficiency
- Active motivation of team during long term, high stress project
- Interfaced with customers, solving problems related to the installation, receipt and shipping of IT Assets
- Created process that linked ordering system electronically to vendor, saving manpower
- Managed process of data dispersal and report generation for financial department
- Supported Web based procurement system to end users

Collegeville College	Collegetown, MN
<i>Help Desk Manager</i>	<i>Aug 97-April 99</i>

- Developed and presented detailed projects to incorporate technology and learning for the business department
- Assisted faculty with hardware, software, internet and network technical support
- Developed work-flow processing standards for help desk call tracking, and technician follow-up
- Coordinated with team of 6 technicians in areas of project follow-up, technical consulting, and quality
- Developed training documentation for software support
- Managed quality assurance projects throughout IT environment to ensure continual process improvement

Education

Anycollege	B.A. Marketing
University of Idaho	A.A.S Liberal Arts

REFERENCES

Name
Job Title
Company
Phone Number

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