

Nicholas Barnard

Contact via: <http://www.inmff.net>

MISSION

To drive organizational improvement by applying simple solutions to complex problems, pinpointing systemic shortcomings, and creatively designing effective process flows.

WORK HISTORY

- 2007 – 2008 **Customer Service Specialist** PlayNetwork (via CampusPoint) Redmond, WA
Responded to customers needs' in a professional, creative, and expedient manner to deliver 25% of departmental sales. Acted as a liaison for customers to the billing and shipping departments. As an interim solution, developed an Excel-based CRM to evaluate processes. Maintained an informational tool organizing SKU's and sales codes to speed order processing. Recommended process improvements with the potential of \$100k of annual cost savings.
- 2007 **IT Data Analysis** Pinnacle Realty (via CampusPoint) Seattle, WA
Drove a data recovery project through detail-oriented record keeping, clear follow-up and follow-through. Inventoried, labeled, and organized backup tapes. Developed an Excel-based system to track and manage the location of all backup tapes.
- 2006 – 2007 **Shift Supervisor** Starbucks Coffee Company Bellevue, WA
Executed legendary service via effective positioning and a willingness to eschew standard solutions to deliver creative services to meet customer and co-worker needs. Proposed an entrepreneurial solution to enhance company-wide music knowledge and sales.
- 2004 – 2006 **Logistics Coordinator** Chiquita Fresh North America Cincinnati, OH
Member of a team managing \$300m in annual freight expenditures. Utilized effective working relationships between departments and vendors to execute operations. Created multiple Excel-based solutions. Documented, developed, and implemented Standard Operating Procedures. Developed the logistics plan and procedures for delivery of a new product with CEO-level visibility. Developed business requirements and broad processes for a container based GPS tracking system. Implemented multiple incremental process improvements. Administrator of the SaaS Lean Logistics Transportation Management System. Assisted with implementation of a major multi-system integration.

SKILLS AND QUALIFICATIONS

- Software Advanced user of Excel, Word, Mac OS X and Novell GroupWise. Skilled user of Windows, JDE ERP, Outlook, PowerPoint, Unix, Internet Explorer, Safari, and Firefox.
- Systems Able to understand complex computer systems, business processes, and how they interface with employees' routines to develop effective process flows.

ADDITIONAL RELEVANT EXPERIENCE

- 2001 – 2003 **Webmaster and Secretary** Wright State University's Lambda Union Dayton, OH
Redesigned website with an expandable framework and performed ongoing maintenance. On only a two-week notice planned and implemented a school wide Day of Silence protest.
- 1995 – 2002 Extensive theatrical project experience with fourteen college level and professional credits including stage management, directing and producing. Team operated a student run theatre at Wright State University; implemented contact information collection to prompt repeat visits.

EDUCATION

- 2007 **Bachelor of Arts in Organizational Leadership** with Philosophy Concentration
Northern Kentucky University Highland Heights, KY