

# JOHN LOUGHRIN

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## SUMMARY

I'm a versatile, results-oriented professional with over 12 years of experience in training, operations, and data analytics. My passion for technology and continuous learning drives me to constantly expand my skills, whether it's mastering a new programming language or exploring innovative ways to analyze data. I believe in the power of combining analytical thinking with creative problem-solving to drive business growth and improve operational efficiency. On a more personal note: I love running races, building websites, and travel.

## WORK EXPERIENCE

### **Unleashed Wash, COO**

2023 - Present

- Started a company that places self service dog washes in parks
- Built relationships with park departments and local governments to secure partnerships.
- Performed market research and data analysis to identify park leads.
- Represented Unleashed Wash Inc. at Seattle Angel Conference and made it to the semi-final stage.

### **Accenture @ YouTube, TL / Delivery Lead**

Sep 2019 - Jul 2023

- Managed multiple customer support teams totaling over 130 people, including QA and support staff positions
- Drove process improvements that increased contacts within TAT from 67% to 95% over three months
- Performed client invoicing for 4 years and reduced time by 95% using automation and roster building
- Managed a cross-functional team overseeing the maintenance and improvement of internal LMS
- Performed risk assessments of systems and processes, implementing enhancements

### **Accenture @ YouTube, Sr. Trainer**

July 2018 – Sept 2019

- Designed and delivered training programs for new and existing employees
- Analyzed quality data and prepared reports for internal and external stakeholders
- Improved candidate evaluation processes and data management systems

### **OLIO, Community & Business Development, California**

Mar 2017 – Nov 2017

- Drove user base growth by over 10x in California
- Built and maintained strategic partnerships with major corporations and institutions
- Represented company at industry panels and events

## **DB Glass, Customer Success**

Feb 2016 – Mar 2017

- Developed a new quoting tool, reducing error rates to 0% and saving ~\$300k annually
- Trained sales team on new tools and processes

## **Nelson Packaging Company, Project Manager**

Sep 2012 – Jul 2014

- Led SAP Business One integration for entire manufacturing plant
- Developed new work processes and trained 212 employees on system implementation

## **SKILLS**

- Workforce Management: Forecasting, staffing, scheduling, real-time analytics
- Technology: Microsoft Office Suite, Google Workspace, Tableau, SAP, SQL, Salesforce, LMS systems
- Data Analytics and Process Improvement
- Cross-Functional Team Management
- Customer Service Operations

## **EDUCATION**

- Foothill College, Computer Science Coursework (2017)
- Lean Six Sigma Green Belt (2019)
- Completed Codecademy Learn JavaScript course (Jan 2024)

## **PROJECTS**

### **Whether To Run, Founder & Developer**

Jun 2023 - Present

- Solely developed a web app using JavaScript that tells users how long they can be outside before they're at risk for heat exhaustion, frostbite or sunburn. You can check it out at <https://www.whethertorun.com>.

*References available upon request.*