

Aric Johnson

Summary

I have built my skillset and career over the last thirty years around being of service to the people and organizations that have chosen to work with me.

Leadership and Communication: I am a leader and communicator who believes that an organization's most valued asset is its people. I thrive on using knowledge, experience and wisdom to help people become a better version of themselves.

Extensive Experience: Over ten years of technical training and over twenty years of customer service and technical support experience.

Future Aspirations: In the next five years, I envision leading a skilled team that achieves goals and brings out the best in the people they work with. As well as bringing the house down at a karaoke lounge near you.

Abridged Work History

Technical Quality and Training Analyst – NIKE Beaverton OR ▪

Nov. 2021 – Current

I use data analysis on statistical based metrics to report on and maintain agent performance. Using instructional design, I develop comprehensive training material that suits multiple learning styles to maximize retention. I facilitate in class and virtual learning sessions whenever the need arises. I have led multiple projects and worked collaboratively with others to accomplish both individual and organizational goals.

Digital Loss Prevention Analyst – NIKE Beaverton OR ▪

July 2018 – Nov. 2021

Digital Loss Prevention Specialist for NIKE – Randstand Staffing Beaverton, OR ▪

April 2018, – July 2018

I investigate for and take action to mitigate fraud or abuse both internally and externally. I create as well as respond to alerts that identify fraud and abuse trends. I work to develop standard operating procedures in all areas of digital loss prevention for the benefit of both the consumer and the brand.

Technical Services CSR – Ajilon Staffing / Blount Inc. Portland OR ▪

June 2017 – Dec. 2017

Assist customers with product-related inquiries, fit up, troubleshooting, and repairs. Process transactions for non-warranty repairs and handle product shipping. Educate customers on proper product usage.

Marketing Intelligence & Web Analytics Specialist – APW Distributing Inc., Portland OR ▪

Sept. 2015 – Dec. 2016

E-Commerce Analyst for APW Distributing Inc. – CSR Personnel Portland, OR ▪

June 2015 – Sep. 2016

Managed and optimized PPC campaigns, developed marketing strategies, provided weekly performance reports. Oversaw URL redirection project. Maintained and optimized the e-commerce enabled website, as well as managing the company social media presence.

Product Support Specialist – Yahoo Inc., Hillsboro, OR ▪

Oct. 2010 – Mar. 2015

Provided one-call resolution for Yahoo! Small Business customers. Addressed both billing and technical concerns from customers as well as executive escalation channels. Served as a subject matter expert, for all areas of the Yahoo! Small Business product offerings.

Education

Franklin University

Bachelor of Science (BSA)

Business Administration, Management and Leadership

June 2024

Eastern Gateway Community College

Associate of Applied Business (AAB)

Business Management Digital & Social Media Marketing Focus

October 2021