

Jonathan Hicks

Loveland, CO | jahicks101@gmail.com | (336) 662-5698 | [LinkedIn Profile](#)

PROFESSIONAL EXPERIENCE

Front End Manager

Accountant's Cabin — Jan 2025–Present

- Support a high volume tax prep team by managing the front desk staff, organizing financial data, inputting records into Drake Accounting Software, and ensuring compliance with State, Federal, and County regulatory standards.
- Coordinate all client payment, creating and executing invoicing while leveraging Quickbooks. Reducing outstanding balances by 25% with proactive collection efforts, and reducing aged receivables.
- Oversee end-to-end client account management, streamlining tax prep workflows by creating over 10 new SOPs, improving the speed and accuracy in which returns are processed

District Clerk (SAP Administrator, Sharepoint)

Falcon Technologies — Sep 2024–Oct 2024 (CO Office Closed Permanently in Oct 2024)

- Created and tracked service orders using SAP; processed material movements and purchase orders (MIGO).
- Supported inventory tracking, compliance with all safety regulations, job packet filing, and SharePoint documentation.

Customer Support Specialist Tier II (Contracted to Headway)

PartnerHero (BPO/MSP) — Oct 2023–Sep 2024

- Liaised with insurance providers and relayed verified benefit info to clients via Zendesk.
- Managed high-volume inquiries via Zendesk (chat, email, outbound phone), ensuring quick resolution and empathetic communication for individuals seeking care.
- Triage and escalated urgent support requests, maintaining HIPAA-compliant standards while navigating sensitive personal information.
- Gained hands-on experience in healthcare operations, supporting access to therapy and psychiatry services for thousands of patients across the U.S.

Manager, Fulfillment & Logistics Team

GPX Intelligence — Jan 2020–Jun 2023

- Led a fulfillment and logistics department managing \$10M+ in annual tech procurement, including international purchasing of GPS devices and compliance with U.S. customs, tariffs, and import/export regulations.
- Leveraged SQL and Tableau to analyze trends and forecast inventory needs in a changing market, including during global supply disruptions like COVID-19 and the Suez Canal crisis.
- Hired, trained, and managed a team of 4 full-time employees, overseeing payroll, onboarding, performance reviews, and all hiring/firing decisions.
- Directed pick/pack/ship operations for 5,000+ units monthly, maintaining 100% order accuracy and on-time delivery across domestic and international channels.
- Personally programmed GPS devices and developed standardized procedures for provisioning 300+ devices daily, training all team members on device programming protocols, creating over 15 SOPs that reduced error rates and improved tech readiness.

- Partnered with product and engineering teams to introduce and sunset hardware offerings based on usage data, client feedback, and evolving technology.

Technical Support and Sale Representative (Zendesk, Salesforce)

Logistimatics — Apr 2019–Jan 2020 (Rebranded as GPX Intelligence post acquisition)

- Provided front-line technical support for GPS tracking devices, resolving 50–100 customer interactions daily via Zendesk (chat, email, phone).
 - Authored 25+ internal SOPs, improving operational efficiency and boosting customer satisfaction metrics.
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EDUCATION & CERTIFICATIONS

A.A. Anthropology (*In Progress*)

Aims Community College

Certifications:

- Google IT Support Certificate (Technical Support, OS, SysAdmin)
 - Talent Acquisition & Hiring (Udemy)
 - Lithium Battery Shipping (IATA/DOT) | CDGP Certified
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TECHNICAL SKILLS

Zendesk • SAP • SharePoint • Drake Accounting • SQL • Tableau • Inventory Forecasting • International Shipping & Customs Compliance • SOP Development & Technical Documentation • Procurement & Vendor Management • Payroll & PeopleOps

ADDITIONAL LEADERSHIP & PROJECTS

Co-Founder/COO

[*Skjuta Soccer Balls*](#) — 2023–Present

- Launched and co-manage a small business focused on designing and distributing affordable and high quality soccer balls.
- Oversee product development, vendor relations, marketing, and direct-to-consumer sales operations.

Secretary-Treasurer, Board of Directors

[*Angie Connor Hicks Ministries*](#) — 2016–Present

- Maintain financial records and budgets; ensure transparency and compliance with 501(c)(3) standards.
- Collaborate with board members on strategic planning, fundraising, and community engagement initiatives.