JUSTIN RYAN

Southern California (Remote) | 310.465.8228 | justin@justinryan.online | justinryan.online | linkedin.com/in/justinrgonek

DATA QUALITY | DOCUMENT PROCESSING | ADMINISTRATIVE OPERATIONS

High-accuracy remote operator with a background in records, inventory, customer data, reconciliation, and exception handling. Best fit for work where precision, throughput, confidentiality, and consistent follow-through matter more than hierarchy or title.

RELEVANT EXPERIENCE

Founder & Operations Architect — Tangle Trove | 2020–Present | Remote

- Maintained approximately **99.5% categorization accuracy across 5,000+ inventory items** in a documentation-heavy workflow.
- Built standardized intake, review, and exception processes that reduced manual work by roughly **75%**.
- Reconcile mismatches, incomplete records, inventory discrepancies, customer exceptions, and fulfillment issues rather than allowing bad data to propagate.

B2B Sales & Account Lead — T-Mobile | 2014–2021

- Maintained customer/account records across a portfolio of **100+ business accounts** while handling **CPNI/PII-sensitive information**.
- Held accountability for **$250K+ retail inventory** and participated in inventory audits that reduced shrinkage by approximately **10%**.
- Tracked account changes, follow-ups, service issues, and resolution status without losing long-tail items.

Regional Director of Operations — Avenor (independent software company) | 2025–Present | Remote

- Coordinate status, ownership, handoffs, and documentation inside an environment spanning **35+ countries and roughly 180 simultaneous implementations**.
- Standardized operating inputs and review cadences so missing updates and ownership gaps are visible rather than buried in informal channels.

CORE STRENGTHS

Data Accuracy • Document Review • Record Maintenance • Reconciliation • Exception Handling • Confidential Information • Inventory Records • CRM Hygiene • Remote Independent Work • Process Consistency

EDUCATION

Associate Degree in History — Santa Monica College, Completed

Bachelor of Liberal Studies with Management Minor — University of Maine at Presque Isle, In Progress