JOSHUA MAUST

joshmaust.com | info@maustmail.com | Cleveland, OH

PROFESSIONAL SUMMARY

Dynamic, results-oriented professional with experience in maintaining and optimizing complex systems to enhance operational efficiency. Proficient in analyzing, troubleshooting, and resolving technical issues in a timely manner. Demonstrated expertise in designing and implementing innovative solutions to meet organizational needs. Possess strong multitasking abilities to handle multiple projects simultaneously. Excellent communication skills to collaborate effectively with cross-functional teams. Proficient in utilizing various systems and tools to streamline processes and improve productivity. Committed to continuous learning and staying updated on the latest technological advancements.

CORE PROFICIENCIES

Detail Oriented | Troubleshooting | User Onboarding | Technical Support | Project Management | Training & Workshops | Continuous Process Improvement | Requirements Gathering | Organized | Stakeholder Engagement | Jira | Critical Thinking | Confluence

PROFESSIONAL EXPERIENCE

Designer Brands; Columbus, Ohio (Remote)
2024 to Present
Procure-to-Pay (P2P) Partner

Support the efficient and uninterrupted execution of the P2P (procure-to-pay) process for all divisions of DBI. Resolve A/P, associate, and vendor inquiries and requests efficiently and promptly. Analyze reports to proactively identify and rectify discrepancies ensuring a smooth flow.

Selected Accomplishments:

▪ Delivered exceptional customer service to diverse stakeholders while ensuring efficient P2P (procure-to-pay) process flow and prompt issue resolution.

▪ Assisted in the successful implementation and configuration of Oracle Fusion ERP, migrating from Lawson.

University of Arkansas System; Fayetteville, Arkansas (Remote)
2023 to 2023
Workday Spend/Procurement Functional Lead

Led the Spend/Procurement functional team in configuring the Workday platform to efficiently administer all business processes related to procurement, inventory, expenses, credit cards, suppliers, supplier accounts, and supplier contracts. Conducted rigorous testing of system changes and improvements to identify and mitigate potential risks before implementation, ensuring a smooth transition and stable system for end users. Facilitated successful integrations, punch-outs, and reporting by coordinating effectively with other functional teams, ensuring seamless data exchange and aligned reporting requirements. Engaged with end-user groups through daily meetings to gather feedback, address concerns, and provide targeted support and training, ensuring user satisfaction and system adoption.

Selected Accomplishments:

- Partnered with Workday Support colleagues to ensure knowledge sharing and open communication regarding system changes, minimizing disruptions and optimizing support for all Workday tenants.
- Provided exceptional customer support by effectively resolving issues reported through Jira service desk tickets and proactively implementing suggested improvements to optimize system performance and user satisfaction.
- Maintained a deep understanding of Workday through regular updates on quarterly/annual releases, with a focus on spend/ procurement features.
- Spearheaded the implementation of new functionalities, optimizing the Workday system for improved efficiency within the Spend/Procurement function.

Ohio CAT; Broadview Heights, Ohio
2013 to 2023
Procurement Analyst

Configured and implemented Unit4 CODA and Emburse T&E solutions to meet specific organizational needs, enhancing user experience for procurement, finance, and travel teams. Developed a comprehensive user training library including instructional videos, written work instructions, quick reference guides, and process maps to facilitate user adoption and ensure smooth implementation of purchase order and expense management systems. Managed and maintained the Procurement Department's internal SharePoint page, ensuring timely communication and easy access to self-help resources for internal customers. Oversaw the vendor registration web portal, streamlining the new vendor onboarding process and ensuring adherence to company registration requirements. Utilized the KACE Systems Management Appliance ticketing system to streamline support request management for all areas within the Procurement Department.

Selected Accomplishments:

- Spearheaded the implementation of a new purchase order system and other spend management solutions for a company of over 2,000 employees and $1B in revenue, significantly improving efficiency and streamlining procurement processes in collaboration with stakeholders.
- Developed and conducted comprehensive training programs on the Unit4 CODA ERP system and core Accounting Department processes for all company locations, facilitating successful user onboarding and system knowledge transfer.
- Led the collaboration between internal IT partners and external consulting firms to coordinate the design, development, and implementation of system integrations and add-ons, ensuring successful project completion.
- Identified and diagnosed system errors, minimizing potential disruptions and ensuring a smooth user experience.
- Escalated unresolved issues to developers and consulting partners to facilitate timely solutions.

Additional Experience:

- **Provisioner, Fleetmatics; Solon, Ohio**
- **Loan Facilitator, SIRVA Mortgage; Independence, Ohio**

EDUCATION & CREDENTIALS

Bachelor of Business Administration, Kent State University, Kent, Ohio

Cleveland Codes Software Developers Academy, Cuyahoga Community College, Cleveland, Ohio