

JOSHUA LEE MAYNARD

Operations Leader | Data Systems & Automation | SaaS Platforms | People & Performance Management

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PROFESSIONAL SUMMARY

Operations leader and systems analyst with 20+ years running enterprise-level, multi-client call center operations, managing workforces of 300+ across dozens of concurrent research projects, while simultaneously building the data infrastructure, ETL pipelines, automation tools, and reporting systems that drove performance. Combines genuine people leadership experience (hiring, performance management, supervisor development, corrective action) with rare technical depth across SQL-based data work, database design, Python automation, AI-powered tooling, and SaaS platform operations. Currently applying that combined skillset in identity and access management for enterprise K-12 environments. Brings both the business context to know what problems matter and the technical capability to build solutions that actually get used.

TECHNICAL SKILLS

SQL (SELECT, JOIN, GROUP BY, aggregations), FoxPro / Visual FoxPro, relational database design, schema design, data modeling, indexing, ETL pipelines, multi-source data integration, data validation, data quality methodology, statistical sampling, stratified sampling, quota construction, multi-dimensional quota structures, quota attainment tracking, variance analysis, survey methodology, root cause analysis, Python, Pandas, openpyxl, Tkinter, Streamlit, Claude API, AI-powered tooling, workflow automation, business requirements analysis, technical specification development, Microsoft Excel, advanced Excel formulas, Excel modeling, pivot tables, financial modeling, KPI tracking, SLA tracking, CPI analysis, operational forecasting, executive reporting, dashboard development, Power BI, Salesforce CRM, Google Workspace, Active Directory, RapidIdentity, SaaS identity platforms, identity and access management, IAM, account lifecycle management, authentication policies, dynamic group mapping, revenue operations, RevOps, HubSpot, HubSpot Academy, Paychex, ADP, Canva, Photoshop, WordPress, technical documentation, SOP development

PROFESSIONAL EXPERIENCE

Customer Success Engineer

Identity Automation (a Jamf Company) | 2024 – Present

- Diagnose and resolve identity provisioning failures and data integrity issues across enterprise K-12 environments, improving account lifecycle reliability for district-wide SaaS and directory deployments.
- Built an AI-powered configuration validator (Claude API) used live on client calls to surface misconfigurations in real time — reducing escalation time and improving first-call resolution rates across implementations.
- Designed and deployed a Streamlit-based Dynamic Group Mapping Engine (v5.1) enabling non-technical administrators to configure, audit, and export identity platform group rules across Active Directory and Google Workspace — eliminating manual reconciliation workflows entirely.
- Created technical documentation and repeatable troubleshooting frameworks that standardized issue resolution and reduced onboarding friction across new district deployments.
- Built Salesforce-based reporting to track adoption trends, support activity, and operational risk indicators across the customer portfolio.
- Full project portfolio at www.ioshmaynard.dev.

Technical Account Manager

Identity Automation (a Jamf Company) | 2024 – 2025

- Guided enterprise K-12 customers through structured data remediation strategies across directory services, SaaS platforms, and authentication policy configuration.
- Partnered with cross-functional stakeholders to improve data quality, workflow reliability, and implementation consistency; documented best practices that reduced time-to-value for new district deployments.

Operations & Data Systems Manager

Global Marketing Research Services, Inc. | 1995 – 2024

Operations Leadership

- Directed enterprise-scale, multi-client call center operations across a nearly 30-year tenure — overseeing a workforce of 300+ employees across dozens of simultaneous research projects in a complex, high-volume production environment.
- Managed a full supervisory structure with direct HR authority: led hiring processes, conducted performance reviews, administered corrective action plans, and developed supervisors into consistent operational leaders.
- Translated executive priorities into floor-level execution by directing supervisors across staffing, quality, production targets, and client deliverable timelines — maintaining performance across concurrent studies with competing demands.
- Served as the operational decision-maker for day-to-day scheduling, capacity planning, and escalation resolution across all active research campaigns.

Database Design, ETL & SQL-Based Data Work

- Designed and maintained relational database systems (FoxPro / Visual FoxPro) supporting multi-client research operations — including schema design, indexing strategies, table relationships, and data type optimization across operational and analytical workloads.
- Wrote extensive SQL queries (SELECT, GROUP BY, COUNT, aggregations, multi-table operations) for production reporting, sample analysis, and quota tracking — transferable directly to modern SQL dialects (PostgreSQL, MS SQL Server, MySQL).
- Built reusable ETL pipelines that extracted from multiple client source systems, transformed records through demographic recoding and field standardization across inconsistent source vocabularies, performed dedup and quality control passes, and loaded to staging files partitioned for downstream operations — all years before “ETL” became a common industry term.
- Developed parameterized FoxPro programs (PRGs) that served as templates customized per research project — translating distinct client demographic specifications, weighting rules, and quota requirements into reusable code with clear sectioning, feature flags, and modular logic blocks.

Quota Management, Sampling & Performance Methodology

- Designed and implemented multi-dimensional quota structures across thousands of client engagements — constructing combined demographic, regional, sample, and version quotas (age, race, area, sex, sample type, study version) that drove production targeting across concurrent projects.
- Built quota attainment tracking and variance analysis into production code using SQL aggregations — monitoring real-time progress against multi-dimensional quota targets and surfacing under-performing segments before deliverable deadlines.
- Implemented statistical sampling methodologies in production code — including random field generation with iterative randomization, sort-by-random for randomization, stratified sampling with multi-dimensional quota construction, and demographic weighting infrastructure across thousands of research projects.
- Designed data quality and validation frameworks built directly into sample preparation — including phone number deduplication via unique indexing, uncodable record flagging and segregation, multi-vocabulary normalization across inconsistent source data, and structured exception handling for missing or malformed records.
- Translated complex client specifications into technical specs and reusable code — functioning as the business analyst bridge between researcher requirements (demographic breakouts, sample sizes, quota structures) and the technical implementation that produced compliant deliverables.

Reporting & Performance Analytics

- Designed and maintained enterprise reporting systems integrating operational, staffing, and financial datasets across a multi-project research environment — establishing a centralized source of truth for performance and financial management.
- Built a multi-shift operational forecasting model, a cost-per-interview (CPI) calculator, and a multi-study profitability tracker in Excel — frameworks that supported executive decision-making, billing accuracy, and financial planning across concurrent client engagements.

- Designed a full operational incidence reporting framework tracking 50+ metrics per shift across campaign lifecycles, with auto-calculated KPIs and a structured data entry architecture that replaced informal, inconsistent reporting practices.
- Led data quality initiatives that reduced discrepancies across payroll, billing, and performance tracking systems — improving accuracy and auditability across operational and financial reporting.

Modern Automation & Tool Development

- Developed Python-based tools including a flat-file transformation GUI (Tkinter), a multi-source dataset combiner, and a disposition merge automation tool — replacing entirely manual data preparation workflows and reclaiming significant staff hours across the operations cycle.
- Integrated multiple data sources into unified pipelines supporting forecasting, billing accuracy, and executive reporting across concurrent research studies.
- Translated complex business requirements into scalable reporting and workflow solutions adopted consistently across operations, finance, and project management functions.

Payroll & Administrative Analyst (Concurrent Role)

Global Marketing Research Services, Inc. | 2007 – 2013

- Managed end-to-end payroll processing and reporting using Paychex and ADP across a large multi-employee operational workforce, ensuring accuracy at scale.
- Investigated and resolved payroll discrepancies; maintained strict confidentiality of sensitive employee and financial data while producing operational reports for internal leadership.

CERTIFICATIONS & TRAINING

HubSpot Revenue Operations Certified — HubSpot Academy. Revenue operations strategy, data alignment, and RevOps frameworks.

Salesforce Certified Associate — Salesforce. CRM reporting, data management, and operational usage.

RapidIdentity Platform Training — Identity Automation. Identity lifecycle, authentication policies, SaaS integrations.

EDUCATION

General Studies Coursework — Eastern Florida State College