

Jonathan Forrester
 Risk and Compliance professional known for leading through each opportunity with innovation, ownership and integrity.
 Greater Atlanta Area

University of West Georgia
 See contact info
 291 connections

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I am a self motivated leader that always looks for ways to positively influence the people and culture I work in. I take pride in helping others grow as I grow. Always sharing technical knowledge and empowering others to learn new things and implement new ideas. Investing time and energy into successfully developing employees and implementing process improvements allows me to always "Leave it better than I found it."

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Learn the skills Jonathan has

Data Analytics for Pricing Analysts in Excel
Viewers: 13,204

Learning Data Analytics
Viewers: 78,587

Advanced Microsoft Power BI
Viewers: 11,102


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Highlights


Reach out to Jonathan for...
 Probono consulting and volunteering, Joining a nonprofit, Mentoring.


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Activity
290 followers

 **You all know I love Excel and all of its shortcuts... 5 pages... nice. I never knew ...**
Jonathan shared this
5 Likes

 **"With the new day comes new strength and new thoughts" - Eleanor...**
Jonathan shared this
4 Likes

 **"Your work is going to fill a large part of your life, and the only way to be truly sat..."**
Jonathan shared this
13 Likes

 **Quotes of the week: "If we have data, let's look at data. If all we have are op..."**
Jonathan shared this
6 Likes

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Experience

 **Verizon Wireless**
13 yrs 7 mos

- Associate Director - Risk Management and Compliance**
Feb 2017 – Dec 2018 · 1 yr 11 mos
Alpharetta, Georgia

Created and motivated team to identify and mitigate financial, operational, legal, and reputational risks facing the business.

- Performed annual Risk Assessments and proactively implemented monitoring tools and policy adjustments based on data analysis, stakeholder feedback and system controls.
- Created monthly reporting based on key indicators to drive investigations, which led to over 50

Messaging  

fraudulent customers being terminated and a reduction of \$6 Million in abuse.

- Automated suite of data warehouse queries, Excel forms and Tableau reporting to monitor transactions and identify statistical outliers. Created time savings of 50% and led to an increased investigation volume of 200% year over year.
- Processed over 400 investigations annually and collaborated with Corporate Security, Legal, Finance and Human Resources to drive employee or customer terminations and criminal charges.
- Collaborated with peers in Compliance and Fraud to align best practices, promote consistency, and support cross channel initiatives to mitigate risks.
- Reviewed enterprise release Agile projects impacting the B2B channel to address compliance concerns. Updated user stories to address risks and focus testing efforts.
- Streamlined contract review and termination notification process by 75% by working with the legal team and creating standardized templates, analysis, and termination letters. [See less](#)

○ **Sr. Manager - Pricing Revenue Assurance**

Mar 2012 – Feb 2017 · 5 yrs

Alpharetta, Georgia

Managed team of senior analysts with the primary responsibility of launching pricing products and devices in the marketplace. Collaborated with Product Managers, Marketing Operations, Finance, and IT to implement Verizon products, pricing, and devices.

- Reviewed and analyzed business requirements and requests to build new pricing elements for market launch. Led team to build accurate reference data with competing timelines.
- Designed and implemented process improvement tools that replaced and enhanced existing procedures to track departmental projects and issues.
- Reduced issue turnaround time by 50% and increased issue resolution rate through improved cross-departmental relationships.
- Enhanced and maintained Access databases used to query billing system pricing tables.
- Provided monthly departmental training and updates based on enterprise release changes. [See less](#)

○ **Senior Analyst - Order Assurance**

Apr 2010 – Mar 2012 · 2 yrs

Implemented process improvements in billing validation, test script management and database enhancements while taking on increasing responsibilities.

- Developed and executed strategic and comprehensive testing for Verizon point of sale systems
- Facilitated department data usage strategy by evaluating requirements to deliver testing, feedback, and approval [See less](#)

○ **Senior Analyst - Treasury Operations/Revenue Assurance**

Jun 2005 – Apr 2010 · 4 yrs 11 mos

Strengthened support for the treasury operations and commission teams as a resource to solve difficult problems, analyze large volumes of data and make recommendations to resolve complex issues

... [See more](#)

Manager - Revenue Assurance

BellSouth Long Distance

Sep 2003 – Jun 2005 · 1 yr 10 mos

Motivated a team of senior analysts responsible for identifying, managing, and implementing process improvements within the complex business channel.

- Demonstrated success identifying, managing, and implementing process improvements while leveraging existing systems and resources... [See more](#)

Analyst Wholesale Billing Operations

BELLSOUTH TELECOMMUNICATIONS INC

May 2002 – Sep 2003 · 1 yr 5 mos

Greater Atlanta Area

Accelerated operational functions required to rate, bill, and report on wholesale products, including weekly invoicing for high-risk customers.

- Surpassed all timeliness and accuracy goals, while streamlining processes and procedures utilizing excel macros and pivot-table reports... [See more](#)

verizon

Senior Analyst - Billing Operations

MCI

2000 – 2002 · 2 yrs

Supported team of 8 analysts responsible for the analysis and support of high profile corporate telecommunication contracts; resolving contractual, billing, auditing, and customer reporting issues.

Personal Injury Claims analyst

AIG Specialty Auto

Jul 1998 – Sep 1999 · 1 yr 3 mos

Alpharetta, GA

Processed personal injury claims for the state of Florida. Maintained proper reserves for each claim while processing payments for injuries.

Messaging



Education



University of West Georgia

Bachelor of Business Administration - BBA, Business Administration and Management,

General

1993 - 1998

Activities and Societies: Wesley Foundation President

Druid Hills High School

High School, 8-12

1989 - 1993

Activities and Societies: Football, Wrestling, Band

Skills & Endorsements

Management · 5

Endorsed by 2 of Jonathan's colleagues at Verizon

Business Process Improvement · 1

Joshua Marker, CFE has given an endorsement for this skill

Leadership · 2

Robert Vincent and 1 connection have given endorsements for this skill

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Recommendations

Received (1) Given (1)



Susan Holloway

Associate Director- Risk Management & Compliance at Verizon Wireless

October 23, 2018, Jonathan worked with Susan in the same group

I have worked with Jonathan for 2 years. My experience and collaboration with Jonathan have been some of the best in my career. Jonathan is a leader that moves obstacles, drives results and provides strong support. Looking through Jonathan's resume you will see many great results and strong experience, but what you can not see from his resume is the degree of dedication, resourcefulness and professionalism that he would offer to any position. [See less](#)

Accomplishments

1 Language English

Interests



Wireless and Telecom Industry Net...

30,150 members



M2M Zone

18,489 members



LinkedIn

6,198,590 followers



Samsung Electronics

1,755,289 followers



Telecommunications Professionals

33,475 members



BellSouth Alumni

2,603 members

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