

Brett Hinzman

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Data & Program Analyst | Technical Writer | Quality Assurance Specialist (*Remote/Hybrid experience*)

Professional Summary

Program operations and data analyst with 5+ years of experience supporting federal and public-sector programs through structured workflows, technical documentation, and data-driven reporting. Adept at turning complex procurement, inventory, and operational data into clear, audit-ready records and actionable leadership dashboards—informing decisions for programs valued over \$4M and serving 20,000+ personnel. Leverages advanced analytics tools (Excel macros/VBA, Power BI, SQL) and enterprise systems (IBM Maximo, ServiceNow) to optimize processes, reduce cycle times, and ensure regulatory compliance. Proven author of SOPs, user guides, and training materials that drive consistent execution and data integrity in highly regulated environments. Remote/hybrid focused and effective, with prior Security Clearance (inactive TS-SCI and Secret, DoD).

Core Competencies

- **Data & Analytics:** Advanced Excel (PivotTables, macros/VBA), Power BI, Tableau, IBM Cognos; SQL queries and data modeling; R for statistical analysis; data cleaning, visualization, and trend analysis. Developed interactive dashboards and predictive models to support decision-making.
- **Process & Quality:** Audit-ready documentation, QA checklists, process mapping, root cause analysis (RCA), change management, and forecasting. Six Sigma Yellow Belt certified; knowledgeable in Scrum/Agile methodologies. Familiar with regulatory standards (FAR, ISO 9001/17025 principles) and quality tools for compliance and continuous improvement.
- **Procurement & Operations:** End-to-end procurement support (RFQs, vendor selection, POs), vendor negotiation and coordination, inventory management and asset accountability. PR/PO lifecycle tracking and ETA management using IBM Maximo and ServiceNow. Skilled in invoice/receiving reconciliation, Government Purchase Card (GPC) documentation, and risk assessment to ensure on-time delivery and financial accuracy.
- **Technical Documentation:** Experienced in authoring Standard Operating Procedures (SOPs), user manuals, technical reports, and training guides. Translate complex technical concepts and workflows into clear, concise documentation and knowledge base articles. Proficient with documentation tools and collaboration platforms (Markdown, Git/GitHub, SharePoint, Confluence) and version control to maintain up-to-date, accessible content.

Professional Experience

Logistics Analyst II (Contract) – *Huntington Ingalls Industries (Army Reserve program support)* Apr 2025 – Jan 2026

- Led program-wide logistics operations (procurement, inventory, work orders) using IBM Maximo and ServiceNow, ensuring all activities met audit standards and regulatory compliance.
- Built weekly Power BI and Excel dashboards on backlog, delivery status, cycle times, and throughput, enabling data-driven decisions that reduced delays and improved service levels.
- Reconciled on-site vs. off-site inventory records to maintain 100% asset accountability and financial integrity; corrected data anomalies in advance of inspections for a zero-findings audit outcome.
- Coordinated 50+ concurrent deliveries and work orders, managing vendor communications and ServiceNow tickets to rapidly resolve issues and minimize downtime in operations.
- Utilized an AI-powered assistant (Fortis AI) for quick knowledge retrieval and issue triage, accelerating documentation and problem resolution in a secure, controlled environment.
- Resolved invoice discrepancies and oversaw complete GPC transaction documentation, preventing payment delays and ensuring compliance with government record-keeping requirements.
- *Role ended due to contract closeout (program completion).*

Freelance Consultant – Operations & Data Analysis – Upwork (Remote) Jul 2024 – Apr 2025

- Managed end-to-end analytics consulting engagements for diverse clients with 100% satisfaction, delivering insights on schedule and within scope.
- Built financial and operational models (for budgets ranging \$5K–\$50K) and authored clear decision-support memos, translating complex data into actionable business recommendations.

Inventory Management Specialist – U.S. Department of the Army Feb 2021 – Jul 2024

- Directed nationwide supply and distribution operations for 20,000+ military personnel across 70+ installations, consistently meeting tight deadlines with 100% order accuracy and minimal waste.
- Analyzed extensive supply chain, billing, and usage data (Excel, IBM Cognos) to ensure financial accuracy and optimal stock levels; identified and corrected discrepancies, saving costs and improving resource alignment.
- Produced executive-level dashboards and recurring reports that enhanced visibility into inventory status, consumption trends, and contract performance for senior leadership.
- Standardized tracking spreadsheets and documentation controls to strengthen audit readiness, earning recognition for meticulous record-keeping and process improvements.

Graduate Research Assistant – University of Illinois Urbana-Champaign Sep 2020 – Feb 2021

- Conducted data-driven research on operational efficiency in public-sector programs, analyzing large datasets with R and Excel to uncover trends and model outcomes.
- Authored technical summaries and an academic research paper proposing data-informed process improvements; adhered to rigorous deadlines while ensuring clarity and methodological accuracy in documentation.

Financial Management Analyst (Contract) – U.S. Department of the Navy Jul 2019 – Oct 2019

- Managed an \$8M budget portfolio, processing and allocating funds with 100% accuracy and compliance to DoD financial regulations.
- Streamlined Excel-based financial reporting templates, cutting preparation time by ~10% and improving transparency for senior financial officers.

Additional Experience: (details available on request)

- **Research Assistant – Towson University Investment Group (2018–2019):** Built Excel Monte Carlo simulations to guide portfolio rebalancing for a \$100,000 student-managed investment fund.
- **Warehouse Operations Team Lead – Lidl Distribution (2019–2020, Seasonal):** Led a team of 60+ associates in coordinating shipments to 40+ stores, achieving 100% order-picking accuracy and on-time delivery throughout the peak season.

Education

- Master of Science in Management – University of Illinois Urbana-Champaign, 2023
- Bachelor of Science in Business Administration – Towson University, 2019
- Associate of Arts in Psychology – Harford Community College, 2013

Certifications

- Six Sigma Yellow Belt – Lean Process Improvement (2025)
- Scrum Fundamentals Certified (SFC) – Scrum/Agile Methodologies (2025)
- Google Analytics Individual Qualification (GA4) – Google Analytics 4 (2025)