

# **Beverlyn Tucker**

## **OBJECTIVE:**

Career development and advancement continued commitment to the Company's management & Leadership attributes where my education, experiences, Leadership, ethics, integrity, and interpersonal skills will help me grow with a diverse group of people.

**Change Agent:** Promote positive change as a cornerstone of the business to keep the Company moving forward.

**Qualifications Summary:** Uses emotional intelligence in building personal relationships throughout my career, from the Philippines to Boeing. A performance-driven, versatile leader who is experienced in management, Leadership. Data analysis supports leaders to use data to make inform-decision and data provides a clear picture and shows an opportunity to improve what works and what is not working. Uses scrum/agile methodology to tackle the project. Improve performance and minimize backlog. Data answers critical questions. Process capability and auditing. Ability to inspire and mentor personnel to enhance the overall efficiency, performance, and compliance with regulatory requirements and procedures. I maintain an objective view of the audit and audit conclusions. I work well under pressure and analyze and improve processes, quick learner, and an excellent listener. Customer-focused with a commitment to excellence. Always finds a way to provide value to the organization.

**Analytical Skills and Abilities:** Machine Learning, Predictions, R, Python, complex SQL, data investigation, Tableau dashboarding, data mugging, organize, synthesize, and analyze data, summarize findings, develop conclusions, and provide recommendations. Prioritize needs according to business needs. I am experienced and detail-oriented, focusing on compliance, operational business process procedures, and regulatory requirements.

## **Strengths:**

Business Intelligence and analytics supporting leaders on data-driven decisions to enhance consistency leads to transparency, accountability, and customer satisfaction.

Leadership – Inspirational, Leads by Example, Holds others Accountable.

Technical – Auditing, Project Management, Analytics.

Talent – Recognizing Employee Abilities. Efficiency Optimization.

Interpersonal – Relationship Building, Teaming, Coaching, Feedback, Cross-functional Interactions, Recognition.

Personal – Goal Oriented, Customer Focused, Attention to Detail, Prioritization, Multi-tasking.

**Problem Solving:** Skilled at using analytical tools to find the real root cause (5 WHYS, SWOT analysis, Eight Steps, Ishikawa diagram). Resourceful, always finds a way to establish solutions using best practices and benchmarking for continuing improvements.

**Knowledge and Expertise:** SQL query, Tableau Dashboarding, Data analysis, Analytical skills, Root Cause Corrective Action, Compliance Regulations, Configuration/Data Management, Customer/Supplier relationships, Engineering, Operations, Product Review Process, Statistical Concepts, AS9100 standard, Risk

Assessment and Methodology, BCA Internal Audit, Quality, MRBD, NOE, Manufacturing, and Special Investigation Group. Adaptable multi-tasking. Strong comprehension of engineering requirements, business processes, and procedures.

**Business Tool Proficiency:** SQL, Tableau dashboard for visualization, IVT, SAV, EPLAN, REDARS, PSDS, AS9100, IQDS, EPES, Microsoft office suite, Velocity, CMES. QAR and OP-HATS for trend analysis, Tableau, and WebArt for visualizations and data trends, My Boeing Fleet for service Bulletins, and FAA website for Airworthiness Directives.

**School Experience:** Currently doing my master's in Applied Data Science(ADS) Data analytics in R, Big data analytics in Python, Applied Data Science R, Text Mining in Python, Predicting images in fashion/ TensorFlow Python, and predicting written numbers in Python. Scripting for data analysis in Python, Natural Language Processing (NLP). Pandas, Numpy Data management concept, Policy, and introduction to information security.

Algorithm: GaussianNB,SVM, DecisionTree, KNN, RandomForest, time-series model, Neural Network and etc. Packages Apriori, ggplot, clustering, pairwise, word cloud, TIFDI, polarity, and subjectivity, etc.

### **Boeing Experience**

#### **October 1, 2018, to present – BCA Business Intelligence and Analytics Analyst**

SQL and Tableau, hand in hand in my daily work utilizing data to accelerate and improve decision-making, optimize internal business processes, increase operational efficiency, and gain a competitive advantage over business rivals.

- BCA data report. Performed SQL query, data investigation, and data verification performed analysis then transform data to Tableau for visualization BCA Repetitive Condition Visibility and Executive view and drill down. This is visible in the VP of quality, directors, senior manager's specialist.
  - To ensure the corrective action process is working, trackable, and designed to prevent systemic issues. Tracking is an essential capability of any Corrective Action system.
- Update ScoreCard Team Effort Monthly reporting. Costumers: Operational excellence leader, manufacturing, and quality leaders. Reporting performance by the program this report allows the business to grow the process and collaborate with Leadership to identify and improve processes. Provide regular and ongoing feedback regarding improvement and opportunities to Leadership and to OPEX Leadership.
- Paint Hangar collaboration Director, performed SQL query, then created Tableau, this tool to monitor historical and today to day business to use for business decision practices.

- Tableau for Defects, Rework hours, and each hangar in Everett Paint Hangar, EMC, 787 inside the factory, including Fort Worth FDX South and FDX North site, including BSC site. The intent to allow comparison of the defects and rework hours in each hangar.
- 787 Program performed SQL query Created Tableau tool, for Defects and Rework hours monitor monthly, weekly trends, and daily.
  - The program also monitors each team's purpose to address the problem promptly. Matrices help to assist in their projects. Also, Assist the QOS team with what is need for the business. This tableau Monitoring growth provides sustainable process improvement and business collaboration.

### **February 8, 2016, to September 30, 2018 – Regulatory Quality System Oversight, BCA Internal Audit**

- As a BCA Auditor, ensure that organizational processes and services comply with regulatory and QMS requirements.
- Perform pre-audit trend analysis.
- Develop and execute audit plans.
- Validate production controls are effective and efficient.
- Identify best practices, processes, etc., where an organization is meeting requirements and identify opportunities for improvement.
- Perform sustain the gain verifications and follow-up.
- Provide exceptional service to my clients and have built a solid reputation for value and quality.
- I uphold the Company's core values of Working Together, Integrity, Innovation, and Excellence, ensuring that our clients are satisfied and receive the great service they deserve.

### **2010 to 2015 – 787 Quality Technician**

- Production inspection, including Process Monitoring, of aircraft from nose to tail. Document nonconformance as needed. Write SOI Revision Request to improve operations. Coach Mechanics. Train new Quality Technicians. Special Project SME.

### **Special Project SME**

- **787 Safety Focal** – Perform weekly TIP WALK, assuring everyone is safe and compliant. Issued findings for violations and documented results in EPES.
- **787 Significant Out Of Tolerance Program Focal** – Determine scope and capture and control processes of affected airplanes for factory, field, and in-service. Coordinated investigation and nonconformance documentation for all affected areas, including Notification of Escapements from Suppliers; Internal Check Orders; Suspect Discrepancy Reports for Suppliers. Coordinated across multiple functional disciplines to ensure timely resolution. Developed mitigation plans to reduce cost and schedule impacts. Proactively

communicated results to all affected parties at all levels, including executive reviews.

Example of the magnitude of work:

- 2012: Reviewed 2,448 Shop Orders/Installation Plans and initiated 506 Emergent Process Documents.
- 2013: Reviewed 5,522 Shop Orders/Installation Plans and initiated 778 Emergent Process Documents (EPDs).
- **BCA Torque SOOT Mitigation Team** – Cross-functional team formed due to high impact of the Torque Multiplier failing on wing-body join, affecting eleven airplanes in production, including flight line, causing production delays and delivery. The initial investigation brought focus on tool replacement for a high-risk tool family. Further investigation brought attention to an overall lack of maintenance and aging tools. Multiple sub-teams were formed, and I worked on standardizing processes. Our efforts were noted in the article "SOOT Tool is not Tolerated," which is highlighted in the Boeing News.
- **Rapid Resolution Team** – Performed root cause analysis to reduce rework hours. I investigated and interviewed pertinent parties and reported results to Leadership daily.
- **787 3DVIA audit** – My team was the first team to audit 3DVIA (3 Dimensional Video Interactive Application) to ensure compliance to engineering drawing flag notes, drawing definition, part notes, 3-point locations, effectivity, materials use, torque, chemicals, etc. During this audit, we found out approximately 60 percent of non-compliant conditions.

#### **10/9 to 2/10 – 737 Mechanic Final Assembly**

- Interior mechanic, installing lavatories and windows. Modeling first-time quality, following processes, and engineering definition.

#### **1/08 to 10/09 – 767 Mechanic**

- Join and Installation: Installed windows, cables, ceiling buildup, ceiling rigging, tie-rods for stow-bins, ducts.
- Final Assembly: joined bulkheads and 48 sections and installed jackscrews.
- 767 WASA Focal: Performed monthly audits, interviewing employees about the processes.
- **Lean Special Project** – Inside the 48 section, tool marks were created by dropped tools. A gray mat was used to lay down and protect the skin. The mat worked but changing it every 3-4 airplanes was wasteful. I collaborated with Industrial Engineering, and he referred me to Tool Engineering. I found that the mat material was expensive. I did some data mining and analysis. Working with a cross-functional team, we developed a solution and delivered the product in a timely manner. The cost was reduced, and tool mark defects reduced 90%.

#### **Outside Boeing Experience:**

##### **2001 to 2004 – Supervisor, Prosperity Happiness Longevity (PHL) Distributor,**

- Manila Philippines. Awarded as top group performers. Proactively identified potential conditions that contributed to knowledge and skill gaps. Trained, coached and mentored 10+ people.

##### **2000 to 2001 – Field Interviewer, Asia Market Intelligence**

- Philippines archipelago. Handled variety of projects ranging from complex politics to simple products. Interviewed 1,000+ people in less than a year.

#### **1998 to 2000 – Branch Manager, CMG Realty Filinvest Land Inc.**

- Manila Philippines. Property Sales. As a manager, I set high expectations of my team and celebrated our successes and rewards. Demonstrated strong operational skills and Leadership. Tied the company vision and values directly into project teamwork. Managed 15+ people.

#### **Education**

- **Master's in Applied Data Science**, Syracuse University School of Information Studies (9/2021)
- **BBA in Business Management, Cum Laude**, American InterContinental University (5/2010)
- **AABA in Business Administration, Honors**, American InterContinental University (4/2009)
- **Bryman College Medical Assistant Certificate, Dean's List**, Everett WA. (4/2005)

#### **Quality Systems/Standards and Training**

- Certified AS9100C (2015)
- Leaders train Leaders – Boeing (2017)
- Live 2 Lead – John Maxwell (2017)
- Certified AS9100D Lead Auditor, by Probitas (external audit industry training) (2017)
- Quality Management Auditor Certification Program, American Society for Quality (2017)

#### **Conference Affiliations**

- 2017 Women's Leadership Conference – Gonzaga University
- 2018 Business Analytics Conference – Institute of Internal Auditing

#### **Reference:**

Gary Williams, Internal Audit Senior Manager	– 425-681-3847
Mark Slagle, QE Former BI Manager	– 425-931-1118
Renee Stober, Internal Audit Manager	– 425-239-4159