

EDUCATION

University Of North Carolina At Charlotte

B.A. in Communication Studies: Mass Media focused in Women's Studies (Gendered Communication) - December 2007

Central Piedmont Community College

Currently Enrolled in Black Belt Six Sigma Certification - 2011

AWARDS & HONORS

Platinum Quality Recipient - Developed equipment inventory resulting in asset recovery in excess of \$30K across Region - 2008

National South Eastern Women's Studies Association-SEWSA speaker on self-researched topic: Gendered Communication - 2008

Most Improved Service Manager - 2007

Eagle Scout - Earned 2003 and proud to still be currently

EXPERIENCE

FedEx Ground

MAR 2006 -

Freelancing - IT Development Projects JUL 2010 -

- RDMS to J2EE development for optimizing data visuals highlighting revenue opportunities (inc SQL, Spring, Hibernate, Tomcat, Maven)

Southern Regional Vision Implementation Manager FEB 2010 - DEC 2011

- Train terminal management and employees on new processes, follow up with previous terminals, and prepare new rollouts
- Engineer new technologies while communicating between field, programmers, and corporate to exceed deadlines
- Project Manager for 20 terminals with a proprietary sorting technology, while exceeding process standards, increasing staffing, and reducing task oriented processes, effecting 12% of daily package volume in the company, all on or ahead of a 10 month schedule
- Restructure vendor IT infrastructure to streamline reporting, feedback, and decrease downtime by implementing self-efficacy processes
- Manage budget of employees (7 direct), interact with external customers and vendors to plan and execute projects on time
- Identify an SQL security hole in an outsourced employee information database, affecting +40% of FedEx Operations, saving +30M in liability

Southern Divisional Preload Quality Initiative Manager 3 FEB 2009 - JAN 2010

- Retrain terminal management and employees on current processes and improve on new opportunities
- SCADA process improvements using to reduce workflow of hourly workers by 50%, totaling a 5% increase across all productivity
- Support 126 terminals with 30+ different personal visits resulting in streamlined adjustments with \$10K savings each
- FAST Team Manager - Peak Season 2009

Dock Service Manager 3 JAN 2007 - JAN 2009

- Encompass all aspects of customer service to ensure proper delivery of the customers' package(s)
- Developed streamlined applications for inventory and daily workflows enabling users to visualize current and potential issues in real time

P/T Service Manager JUL 2006 - DEC 2006

P/T Package Handler MAR 2006 - JUN 2006

- Direct influence to the success of an independent contractor workforce and correctly load external facing customers' packages

Harris Teeter

JUN 2003 - MAR 2006

Grocery Manager

- Lead a team of six clerks to ensure proper ordering, stocking, rotation, and appearance of the Grocery Department with a \$15M+ inventory
- Manage three adjacent stores and retrain employees on the proper procedures, methodologies, and system processes

Customer Service Clerk

- Assist a team of 10+ associates on the front line while ensuring the customers' needs/wants are met and exceeded

ACTIVITIES

- Local, State, National, and International relief efforts (Habitat for Humanity, Cherokee, Blackfeet, Katrina/Gulf Coast, Haiti, Bahamas) - Ongoing
- President of United Christian Fellowship to organize, develop, and lead varying sizes of volunteers - 2005 - 2008
- Liaison for NPOs: Habitat for Humanity International-logistics, Cooperative Campus Ministry-management - 2005 - Ongoing
- Logistics for NGO: Hearts with Haiti - 2008 - Ongoing

SKILLS

- Proficient in Windows, Linux, UNIX, OSX, HTML, Excel (w/VBA scripting), Access, PowerPoint, Ariba, Python, SQL
- Skilled in Data merging/migration, change-management, implementation, and planning large scale cost saving efforts
- Established knowledge of regulatory compliance, assessment, and preparedness of NERC, ANSI, ISO, OSHA, Web 2.0
- Public Speaking/Presenting/MC, Supervision, Team Building, and Leadership
- Data Visualization Presentations for streamlined business decisions
- Systems Analyst, Structure Development, Liaison between programmers and users alike

CERTIFICATIONS

- SCADA / NERC / CIP / OSHA / ANSI / ISO / DOT - 2009
- First Aid / CPR certified - 2010 (valid until 2013)
- Operations / Leadership - 2008

Curriculum