

TIM CONEBY

TimConeyby@gmail.com | 856-291-1739 | MIDLAND, PA | LinkedIn.com/in/timconeyby/

EDUCATION:

Liberty University

Master of Science in Finance, Expected Graduation October 2025, GPA 4.00/4.00

Grove City College

Bachelor of Science in Finance & Business Management, Graduated May 2020, GPA 3.52/4.00

EXPERIENCE:

Industrial Engineer

FedEx Ground, Moon Township PA, August 2023-Present

- Subject matter expert and lead for data entry process. Leading a cross functional team of professionals from engineering, innovation, and trade services teams to optimize data entry performance. Developed a PowerBI dashboard to give new insights into causes of failures. Through leveraging these insights, and adjusted business rules accordingly, a 10%+ improvement was seen in time for peak season 2024.
- Lead for international gateway facility health. Developed held shipment report to track performance against goal and hold intra-company business partners accountable. Through leveraging these insights an 11% favorable reduction in gateway holds was seen in time for peak season 2024. Building a dataset to be incorporated into the workflow of FedEx Trade Networks, intended to identify problem shipments hours/days sooner for quicker resolution.

Admin Associate I-II

FedEx Ground, Moon Township PA, January 2021-August 2023

- Drove 25% growth in an international consolidation product by leveraging business intelligence tools, overseeing operations, and implementing strategic interventions on distressed shipments.
- Bravo Zulu Award for developing a PowerBI dashboard used by account representatives and product owners throughout the US and Canada to identify opportunity customers.
- Bravo Zulu Award for streamlining invoice, requisition, and contract administration processes leading to enhanced efficiency.

Contact Center Specialist

Citizens Bank, Pittsburgh PA, June 2020-December 2020

- Maximized customer experience through solution building and being a resource for the consumer finance, online banking, and product needs of the regional customer base.
- Generated company growth through sales referrals and financing solutions.
- Credo Award for Exceptional Customer Service.
- Exceeded Performance Goals: Agent Cares Score: 81.9% (Goal was 70%), Adherence: 90.0% (Goal was 85%), Net Promoter Score: 55.2% (Goal was 50%).