#### **Education**

***University of Phoenix Lincoln Technical Institute***

Associates Degree in Psychology Credits to Degree in Electronic Systems

December 2010 Graduate Completed Semester in March 2007

***Butler University Eleven Fifty Academy***

Data Analyst Bootcamp Coding Foundations/Web Development Immersion

Fall 2021 Winter 2021-2022

**Professional Experience**

* **Department of Revenue Indiana**
* **Customer service analyst/data analyst**, June 2021 - November 2021
* Compile daily reports from data derived from customer survey results. Deep dive and report QA analysis. Assist in workforce development for forecasting skills. Served as SME for department on computer skills, centering around data analysis and my vast Excel knowledge. Prepare and present reports to Department of Revenue directors and managers.
* **Amazon.com***, November 2013 to Present*
* **Seasonal Area Manager**, *September 2018 - December 2018*
* Led team of Amazon Associates and 3rd Party Logistic staffing of up to 80 associates
* Made daily plans for the overall FC and staffed accordingly
* Improved workflow of the Dock utilizing 15 dock doors from the original 4. This reduced travel time for Stowers creating an increase of stow rate by 77%. This change aided Outbound creating the opportunity to have multiple trailers loading simultaneously.
* Designed pallet location scheme to expand the buildings capacity of storable locations
* Team set single shift records for the Supplemental FC network records for units processed (2,252,343 units) and units departed (200,926 units)
* 6.5% increase in overall connections scores from Sept-Dec (4.5 overall, 4.8 Team, 4.6 Work Environment, 4.4 Manager)
* Achieved DPMO of 2784. This was achieved by making counts of the entire previous day stow mod, to keep a real time coaching system and following up with bin counts from pick shortages and subsequent coaching on an hourly basis.
* **On-The-Road Shift Assistant**, *July 2020 - Present*
* Interact and maintain excellent relationships with each Delivery Service Provider (DSP) and Delivery Associates (DA)
* Met and discussed any on road issues with the DAs as they came back through and Returned to Station (RTS)
* Leveraging the positive interaction with DSPs and DAs, ensured that the RTS packages and the Parcel Not on Van (PNOV) were kept to a minimum
* Created and worked with Excel documents and Macros to track progress of daily and weekly metrics
* Led a small team that would debrief the DAs at RTS and interview the DAs post-delivery
* Filled in for the Transportation team when coverage was not available
* **Process Assistant**, *November 2013 - July 2020*
* Support daily management of department duties, including allocating labor, leading meetings, assigning job duties, and communicating with internal and external suppliers.
* Ensuring successful area performance, through tracking, reporting and feedback of associate performance.
* Researched scan compliance auditing gaylords, trailers, and package scans. Targeted sorter missed or not scanned packages; this has reduced overall IND1 scan errors by 15%.

* ***Special Projects & Assignments***
* **Dallas/Ft. Worth, TX (FTW8)*,* Shipping Clerk *–*** *October 2017*
* Selected by senior management team to train standard work to shipping clerks
* Worked with ship clerks and management on process improvement and SOP creation
* Worked with team on metrics of trailer utilization, scan compliance, and late trucks
* Trained four clerks and two PAs on details of the job and how to troubleshoot concerns
* Demonstrated to management the importance of accuracy in loading trailers
* **Minneapolis/St. Paul, MN (MSP1), AFE Problem Solve *–*** *October 2016*
* Selected by management team to train MSP1 leaders and associates for Day 1 AFE
* Observed associates and worked closely with Managers to select a well-rounded team
* Directed management team on problem solving basics and the needs of the associates
* **Whitestown, IN (IND1) Pac-Jacket Kaizen *–*** *October 2015*
* Hand selected by Operations Manager to assist in Initial setup and training 2015
* Assisted in establishing and launching a pack system assigning parameters and baselines
* Over 1 Million packages sent between MKE1 and IND1 for Peak of 2015
* **Dollar General**, *February 2011 - October 2013*
* **Store Manager***, November 2011 - October 2013*
* Top Pepsi Brand sales growth YOY in State of Indiana 2012
* Graded A+ by corporate executives on merchandising and cleanliness
* Introduced beer and wine sales as top performer in district, working closely with representatives to introduce many new products as quickly as we could
* **Smart Team/Store Manager Candidate***,**February 2011 - November 2011*
* Led group of 5 associates to all stores in district
* Completed inventory prep for all stores and achieved A+ rating for readiness
* Owned stores with opportunities to help recover and train new store managers
* Completed store resets and Plan-o-Gram changes weekly
* Merchandised aging product from stockroom to create better inventory awareness
* **Papa John’s***, August 2005 - February 2011*
* **Assistant Manager**
* Responsible for inventory counts and ordering of supplies, cash management, as well as running a team of 10 associates daily
* Worked with local companies for employee incentives and events
* Set up advertising and store image opportunities
* Responsible for light maintenance and equipment upkeep
* **Circle K***, September 2002 – May 2006*
* **Assistant Manager**
* Responsible for daily tobacco counts and maintain proper inventory accuracy and freshness throughout store
* Completed daily ordering and working with outside vendors to bring in appropriate products and introduce new items that I thought would sell well
* Owned all merchandising and store image opportunities
* Responsible for light maintenance and equipment upkeep