

# Carolina Virreira

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Data driven Operations Analyst with a track record in queue management, strategic processes, and system optimizations. Proven leadership in cross-functional projects, collaboration, and translating business needs into effective technical solutions.

## WORK EXPERIENCE

### Fulfillment Operations Analyst | Farmers Business Network, Whitestown, IN May 2023 - Present

- Provide ongoing procurement support managing ticket queues across multiple client portals and systems including Netsuite and SNAP with high customer satisfaction.
- Orchestrated the seamless transition from manual spreadsheet project management to automated systems such as Asana and Notion, enhancing operational efficiency and precision in project tracking and performance.
- Analyze order fulfillment KPIs encompassing accuracy, delivery times and inventory turns using Tableau and Power BI to create interactive dashboards guiding continuous process improvements
- Identify and validate root causes for order processing delays through SQL queries and workflow analysis – provided corrective recommendations adhering to SLAs

### Project Coordinator | Mundo Luz, Remote Jan 2022 - May 2023

- Assisted with market research, competitive analysis, and gathered consumer insights to develop new strategies and opportunities within the Health and Wellness market in Bolivia for a growing startup.
- Coordinated travel schedules, goals, and partnerships with other wellness centers in Brazil, Argentina, and Spain.
- Applied time management techniques for tasks such as researching potential clients, crafting personalized outreach messages, and enhancing engagement via effective communication.
- Analyzed performance of goals to identify gaps and make data-driven recommendations for improvement.

### Project Manager Intern | Wachter Electric Company, Lowell, AR May 2022 - Aug 2022

- Collaborated with cross functional teams to create project roadmaps, monitor project deliverables, order material, and update documentation.
- Crafted project schedules, conducted cost analysis, and managed bid sourcing and evaluation.
- Managed end-to-end recruitment process to hire subcontractors for project completion for over 200 sites.
- Reduced project completion time by 33% through creating a step by step recruiting guide to efficiently hire subcontractors for job sites.

### Multicultural Outreach Coordinator | University of Arkansas, Fayetteville, AR Aug 2021 - May 2023

- Recruited international students to inform them about the value of Cross-Cultural Center events through phone calls, email outreach, and social media management.
- Implemented a new process by creating monthly surveys to proactively engage with students and get information on how to improve their campus experience.
- Created a roadmap of activities per school year, scheduled events, and set up communication channels to foster a collaborative environment that promotes multicultural appreciation.

## PROJECTS

### Project Manager, Capstone Experience - Nestlé Industry Partner Aug 2022 – May 2023

- Led a team of 5 students and coordinated with 2 corporate mentors to improve a times series forecasting system.
- Assigned weekly tasks, provided feedback about student performance, and ensured confidentiality agreements were met.
- Used Slack and Asana for team communication, access to information, task assignment and progress tracking.
- Processed raw historical data to mitigate the [Effect of COVID-19 on Sales Trends](#).

## EDUCATION

### Bachelor of Science in Industrial Engineering | Minor in Data Analytics Graduated May 2023

University of Arkansas, Fayetteville, AR

## SKILLS

**Software:** MS Suite, G Suite, SharePoint, Asana, Notion, Trello, Slack, SQL, ChatGTP, Tableau, PowerBI, Lucid Charts.

**Soft Skills:** Project Coordination, Operations, Inventory Management, Recruiting, Scheduling, Six Sigma, Envoy, Research, Time Management, Cross Functional Collaboration, Data Analytics, Logistics and Planning.

**Languages:** Fluent in English and Spanish, Beginner Portuguese.