KLODJAN TAHIRI

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PROFESSIONAL SUMMARY

Dedicated Operations & Systems Analyst with a strong record of optimizing workflows, automating processes, and improving accuracy across purchasing, inventory, fulfillment, and order management functions. Skilled in ERP/WMS configuration, SQL reporting, real time dashboards, and cross-system integrations that enhance visibility and reduce manual errors. Experienced in leading process improvements, implementing SOPs, and applying Lean Six Sigma methodologies to drive efficiency gains of 40% or more. Known for translating operational needs into scalable technical solutions, supporting cross functional teams, and strengthening data driven decision-making within fast paced, growing organizations.

CORE COMPETENCIES

- Leadership
- Process Improvement
- Warehouse Management System

- Continues Improvement
- Operations Management Languages
- Project Management

- Data Visualization
- Data Analytics
- WMS System Analytics

EDUCATION

MASTER OF SCIENCE FOR INFORMATION SYSTEM TECHNOLOGIES
CONCENTRATION: TECHNOLOGY PROJECT MANAGEMENT
Wilmington University, New Castle, DE (2024 – 2025)

BACHELOR OF SCIENCE FOR APPLIED TECHNOLOGY
MINOR IN DATA ANALYTICS
Wilmington University, New Castle, DE with Honors

ASSOCIATE OF SCIENCE FOR APPLIED TECHNOLOGY
Community College of Philadelphia with Honors

PROFESSIONAL EXPERIENCE

OPERATION & APPLICATIONS ANALYST   **08/2025 – PRESENT**
CONNECTUS CORP
- ERP & System Management: Maintain and configure the company's OrderTime ERP and integrated systems to ensure real-time visibility across inventory, purchasing, and fulfillment.
- Process Automation: Designed automated workflows that reduced manual data entry and processing errors by over 40%, improving order accuracy and throughput.
- Data Analysis & Reporting: Built KPI dashboards and SQL driven reports for leadership to track operational metrics, shipping performance, and QC accuracy.
- System Integration: Partnered with technical teams to integrate ERP with PhoneCheck, Google Sheets, and Redis based web applications, enabling near real-time inventory tracking and cycle count validation.
- SOP Development: Authored and implemented standard operating procedures (SOPs) for order management, receiving, and system usage to ensure process consistency and compliance.
- Continuous Improvement: Applied Lean Six Sigma principles to streamline order workflows, reduce bottlenecks, and optimize warehouse layout and pick path efficiency.
- Cross Functional Collaboration: Liaised between operations, IT, and management to translate operational needs into system requirements and tested system enhancements prior to deployment.
- End User Support: Trained team members on ERP and WMS systems, serving as the internal go to for troubleshooting, best practices, and process documentation.

OPERATION ANALYST / OPERATION MANAGER   **03/2024 – 08/2025**

CONNECTUS CORP
- Reported directly to the CEO and Founder, managing operations for Purchasing, Shipping, Receiving, Inventory, Order Management, and 3PL departments, ensuring efficient workflows and performance.
- Implemented 50+ process improvements in six months, optimizing efficiency and reducing errors
- Designed and implemented scorecards for all positions to drive accountability and track performance metrics
- Developed and monitored KPIs across departments aligning operations with strategic goals.
- Optimized inventory management and purchasing workflows using data analytics.
- Enhanced WMS and ERP system collaboration with IT, improving scalability and real-time visibility
- Provided actionable insights and reporting to senior leadership to support business objectives

AI RESPONSIBLE AI ENTREPRENEUR - TECHNICAL   **03/2024 – 05/2024**

AI 2030
- Leading initiatives to identify and capitalize on large-scale opportunities for startup ventures focused on responsible AI
- Evaluated new market opportunities for responsible.
- Guided the technical vision and architectural design of AI solutions, ensuring alignment with ethical principles.
- Developed business strategies and technical solutions, emphasizing responsible AI adoption.
- Collaborated with product manager, developers, and designers to implement responsible AI solutions.
- Demonstrated a deep commitment to ethical AI practices, striving to shape a future were AI technologies benefit humanity.

OPERATION COORDINATOR   **01/2021 – 11/2023**

American Reading Company, Blue Bell, PA
- Utilized Qlik product to develop 20+ dynamic reports, providing real-time insights across multiple departments
- Spearheaded the Shipping Tool V2 Oracle Implementation (07/2023 – 11/2023):
  - Improved order fulfillment and adapted workflows to Oracle SCM and WMS
  - Applied advanced data analytics to optimize shipping operations and measure impact
  - Collaborated with stakeholders to customize the tool, aligning it with specific business needs
- Acted as a Subject Matter Expert(SME) in Oracle SCM and WMS Implementation(01/2021 – 11/2023).
  - Provided expertise in data reporting, order management and supply chain processes
  - Led workflow creation, system customization and issue resolution to enhance operational performance
- Partnered with the supply chain team to develop predictive Material Requirements Planning (MRP) process, boosting inventory accuracy and reducing waste

WAREHOUSE TEAM LEADER   **01/2019 – 01/2021**

American Reading Company, Blue Bell, PA
- Supervised and mentored a team of 10 individuals, providing effective leadership and guidance to ensure optimal performance.
- Led the Shipping Tool V1 Implementation (01/2019 – 06/2020):
  - Enhanced order management and shipping processes by integrating a new shipping tool
  - Analyzed shipping data to identify trends and improve operational efficiency
  - Collaborated with cross-functional teams to ensure seamless adoption of the new system.

- Conducted training sessions to improve team skills and foster a culture of continuous improvement
- Coordinated daily UPS and FedEx pickups, ensuring timely logistics operations to meets customer demands.

WAREHOUSE ASSOCIATE **08/2016 – 01/2019**

American Reading Company, Blue Bell, PA
- Executed best practices and Standard Operating Procedures (SOPs) to optimize order fulfillment and maintain inventory accuracy.
- Utilized the Warehouse Management System (WMS) to facilitate efficient order processing and inventory management.
- Achieved daily individual and team production goals while adhering to quality standards, contributing to a culture of excellence and engagement.
- Escalated production issues to supervisors and managers promptly, ensuring timely resolution and maintaining high levels of output quality.

CERTIFICATION AND LICENSES

LEAN SIX SIGMA BLACK BELT CERTIFICATE
02/2025 – PRESENT

- Issuing Organization: LinkedIn Learning
- Link: https://www.linkedin.com/learning/certificates/b67e5adcc3d2280a78802f7e58d5fd9fd362ed97d1877ed1188e9b2f9e447fea?trk=share_certificate%20#sixsigmablackbelt.

IBM DATA ANALYSIS & VISUALIZATION FOUNDATIONS SPECIALIZATION   5/2021 – PRESENT

- Issuing Organization: Coursera x IBM
- Link: https://coursera.org/share/28657caaf68f20a7d85a484b317c7fa7

IBM ARTIFICIAL INTELLIGENCE FOUNDATION SPECIALIZATION   5/2021 – PRESENT

- Issuing Organization: Coursera x IBM
- Link: https://coursera.org/share/8f76a5f9a2d6a9e6afbe98b138ee5da2

IBM PYTHON PROJECT FOR DATA SCIENCE
5/2021 – PRESENT

- Issuing Organization: Coursera x IBM
- Link: https://coursera.org/share/d0c99fff8a59378b50b668299cc2aaef

IBM APPLIED AI PROFESSIONAL CERTIFICATE
5/2021 – PRESENT

- Issuing Organization: Coursera x IBM
- Link: https://coursera.org/share/8bedc3c738e8c7610aea768951ba19b0

LEAN SIX SIGMA GREEN BELT CERTIFICATE
02/2024 – PRESENT

- Issuing Organization: LinkedIn Learning
- Link:https://www.linkedin.com/learning/certificates/40cc35c8cddada075b3783b7e2726fe72dbc949b1064c7c8d28658b07d4378e7?trk=share_certificate&lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_certifications_details%3BRB%2FcszqQR8CX33m%2BHYJOnA%3D%3D

LEVEL 1: EXCEL WHITE BELT
02/2024 – PRESENT

- Issuing Organization: McGraw Hill
- Link: https://certificates.simnetonline.com/d5fccfa1-4336-4c41-a454-e3efcdb21d6c