MELISSA JONES

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Systematic Data Analyst with strong recent experience in inventory control and warehouse fulfillment processes. Efficiently extract sales and inventory data, generating usable reports and processes to avoid back-ordering. Career highlights include boosting on-time fulfillment rates by 26%. Power-user of Excel, Tableau, SAS Enterprise Miner, SQL, and SharePoint. Bilingual: Fluent in English and Spanish.

PROFESSIONAL EXPERIENCE

DATA ANALYST   ABC Warehousing, Columbia, MD | March 2017 to Present

- Gathered business intelligence on logistical processes, helping reduce yearly transportation costs by 12% ($800K)
- Used trend data to reduce back-ordering by 19% for retail partners
- Designed statistical analysis for large customer data sets, lowering cart abandonment rates by ~27%
- Developed an update process that rolled out changes to all systems at once, reducing downtime and streamlining warehouse operations

DATA ANALYST   XYZ Customer Service, Houston, TX | November 2013 to January 2017

- Developed tools and queries for analyzing and summarizing failure data points
- Designed a BOM tool and inventory model to track supply chain overorders, cutting costs $650K with no disruption to customer service
- Collaborated with IT and purchasing departments to automate replacement ordering processes, eliminating a full-time position and reducing back orders by 12%
- Developed systems and tools to eliminate waste and reduce downtime and presented recommendations to C-suite executives

EDUCATION

MASTER OF ARTS (MA) — MATHEMATICS   Western Michigan University, Kalamazoo, MI | 2013

BACHELOR OF SCIENCE (BS) — FINANCE   University of Maryland, Baltimore | 2010

KEY SKILLS

- Cost Reduction & Elimination
- Cross-Department Collaboration
- Data Gathering & Analysis
- Pattern Recognition
- Process Streamlining
- Project Management
- Task Prioritization

LANGUAGE

- Fluency in Spanish