MAKAYLA AVENDANO

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EDUCATION

Western Governors University   November 2023

Master of Science in Data Analytics

- **Relevant Coursework:** Data Acquisition, Data Cleaning, Exploratory Data Analysis, Predictive Modeling, Data Mining, Representation and Reporting, Advanced Data Acquisition, Advanced Data Analytics

University of New Mexico   May 2021

Bachelor of Science in Biology | Minor in Psychology

- **Relevant Coursework:** Global Health Challenges, Statistics, Computer Science, Biotechnology, Molecular and Cell Biology, Principles of Ecology, Microeconomics, Macroeconomics, Biology of Disease Vectors

WORK EXPERIENCE

FedEx Ground   Albuquerque, NM

Operations Coordinator   07/2021 – Present

- **Generated 3 comprehensive, data-driven reports, complemented by an interactive dashboard,** enabling evidence-based decision-making. These reports facilitated a 9% increase in operational efficiency, resulting in targeted improvements across key performance metrics.
- **Initiated a 5% reduction in customer complaints** through collaborative efforts with service providers, implementing effective issue resolution strategies and ensuring provider accountability and commitment to safety and customer satisfaction.
- **Championed the onboarding of 4 new service providers**, harnessing delivery metric analysis and streamlining fulfillment processes with a dedicated focus on research and analysis.
- **Introduced streamlined reporting for root cause analysis** of negative customer experiences and end-of-day delivery code metrics, resulting in a 4% decrease in erroneous driver-applied codes.

FedEx Ground   Albuquerque, NM

Operations Administrator   10/2019 – 07/2021

- **Led monthly meetings with a team of 8+ administrators**, committing to collaboration and knowledge sharing. Translated code metrics into actionable insights through engaging PowerPoint presentations.
- **Conducted quality assurance audits** to enhance the customer service address database, leading to a 12% reduction in faulty corrections and improved order flow efficiency.
- **Implemented Business Objects reports**, enhancing administrative productivity by 6% and enabling proactive identification of order flow delays.
- **Authored a comprehensive instruction manual** on hazmat package analysis, demonstrating strong analytical and documentation skills, essential for the role.

FedEx Ground   Albuquerque, NM

Package Handler   11/2015 – 10/2019

- **Pioneered innovative unloading methods**, boosting package throughput by 22%, showcasing problem-solving skills.
- **Revamped smalls package process**es, resulting in a 12% increase in smalls scans, emphasizing a commitment to process improvement and efficiency.

SKILLS AND INTERESTS

- *Technical Skills:* Microsoft Office (Excel, PowerPoint, Visual Basic for Application), PostgreSQL, MySQL, Tableau, PowerBI, Python, R, SAP Business Objects, Git
- *Python Libraries:* NumPy, Pandas, TensorFlow, Matplotlib, Seaborn, Scikit-Learn, Keras
- *Interests:* Video Games, Lifting Weights, Fantasy Football, Hanging out with my pups and husband