Makayla Avendano

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PROFESSIONAL EXPERIENCE

FedEx Albuquerque, NM

Operations Coordinator

July 2021 – Current

- Generated 3 new data-driven reports with an interactive dashboard to conduct metric analysis, execute improvements, and communicate findings with current and potential service providers.
- Coordinated a customer experience overhaul by decreasing customer complaints by 4% over the fiscal
 year through joint improvement initiatives with the service providers, service provider accountability,
 and effective issue resolution.
- Orchestrated the successful emergence of 4 new service providers through delivery metric analysis, delivery area customer satisfaction, and fulfillment stop dispersal.
- Streamlined the creation of a comprehensive dashboard to look at root cause analysis of negative customer experience and end-of-day delivery code metrics resulting in a 5% decrease in erroneous driver-applied codes.

FedEx Albuquerque, NM

Operations Administrator / Operations Analyst

October 2019 - July 2021

- Managed a monthly meeting for 8+ administrators addressing issues and utilizing code metrics to identify
 areas of improvement and organized PowerPoint presentations to transform data into data-driven
 business decisions.
- Conducted quality assurance audits to maintain and organize the customer service address database for all administrators decreasing faulty corrections by 12% and increasing customer order flow by preventing order fulfillment delays.
- Established the use of Business Objects reports to improve administrative productivity by 6% through the prediction of delays in order flow and accurate corrective actions.
- Developed an extensive and detailed instruction manual on correct analysis of hazmat packages after analyzing 100+ submitted hazmat reports and limiting incorrect practices.

FedEx Albuquerque, NM

Package Handler

November 2015 – October 2019

- Increased overall package productivity by 8% through accurate scans and developing a high-yielding routine.
- Modernized unloading methods analyzed by throughput of packages by applying an innovative unload while scanning technique.
- Improved the smalls package processes by rebuilding the environment and recommending appropriate alternatives for increased productivity.

EDUCATION

Western Governors University

Albuquerque, NM

Master of Science in Data Analytics

November 2023 (Expected)

 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

Albuquerque, NM

Bachelor of Science in Biological Sciences – Minor in Psychology

May 2021

 Relevant Coursework: Intro to Statistics, College Algebra, Microeconomics, Macroeconomics, Computer Science, Biotechnology, Molecular and Cell Biology, Ecology and Evolution, Calculus I, and Calculus I

SKILLS & INTERESTS

Skills: Microsoft Office (Excel, PowerPoint) | SQL (PostgreSQL and MySQL) | Python | R | Tableau | Power BI | SAP Business Objects

Interests: lifting weights, playing video games, drawing, reading, and spending time with my dogs and husband