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SUMMARY

Operations Analyst with 10+ years of experience in logistics (American Airlines) and hospitality management. Skilled in using Python, SQL, and Tableau to identify cost-saving opportunities and optimize workflows. Relocating to Houston; ready to start immediately.

TECHNICAL SKILLS

- **Data Tools:** SQL (PostgreSQL, MySQL, BigQuery), Python (Pandas, NumPy), Tableau, Power BI, Excel (Power Query, PivotTables), Salesforce.
- **Analytics:** ETL, Data Modeling, Statistical Analysis, Dashboard Development, KPI Definition.
- **Core Competencies:** Logistics Optimization, Inventory Management, Crisis Management, Process Efficiency.

RELEVANT PROJECTS

Healthcare Compliance Risk Analysis (In Progress) | Python, SQL
- Currently constructing a data pipeline using the CMS Open Payments dataset to identify potential regulatory kickback risks and physician payment anomalies.

Global Supply Chain Cost Optimization | Python, Tableau
- Analyzed shipment data to identify that 99% of logistics costs were driven by just two product groups, recommending targeted renegotiation strategies.
- Uncovered a lead-time variance of 56 days between air and ocean freight, creating a dashboard to assist vendors in accurate inventory planning.
- Engineered KPI metrics including On-Time Delivery (OTD) and Freight-Cost-to-Value ratios to monitor vendor performance.

Manufacturing Line Productivity Analysis | Excel, Power Query
- Built an automated ETL pipeline in Power Query to merge fragmented downtime logs, reducing manual data cleaning time by 90%.
- Conducted Root Cause Analysis (RCA) to identify that the "CO-600" product line was the primary driver of systemic machine failure.
- Designed a Pareto Chart dashboard that highlighted the top 3 error categories, enabling management to implement targeted operator training.

PROFESSIONAL EXPERIENCE

Marquez MMA | Philadelphia, PA **Head of Operations & Analytics** | *Aug 2014 – Present*

- **Reporting Infrastructure:** Built a centralized reporting system by integrating SQL databases with Google Sheets, automating daily dashboards for Churn Rate, MRR (Monthly Recurring Revenue), and Attendance.
- **Strategic Optimization:** Analyzed historical class attendance data to restructure the weekly schedule, resulting in a 20% increase in class fill rates.
- **Process Efficiency:** Established data hygiene standards for member tracking, ensuring 100% accuracy in attendance logs for operational planning.

Sonder Inc. | Philadelphia, PA **Overnight Operations Agent (Data & Logistics)** | *Dec 2021 – Dec 2023*
- **Multi-Site Logistics:** Independently monitored real-time operations for **8 disparate properties**, utilizing **SQL** and **Salesforce** to track unit availability and housekeeping status.
- **Inventory Forecasting:** Managed warehouse tracking in **Google Sheets**, analyzing inventory consumption rates to forecast restocking needs for high-turnover amenities across the Philadelphia market.
- **Project Coordination:** Served as the sole overnight project lead, using **Asana** and **Slack** to track in-house maintenance projects and document progress, ensuring units were returned to revenue-generating status faster.

Cambria Hotel | Philadelphia, PA **Night Auditor & Financial Analyst** | *Jan 2018 – Sep 2021*
- **Process Automation:** Developed automated reconciliation workflows using **Excel Power Query** to transform raw Property Management System (PMS) logs into standardized daily financial reports.
- **Data Integrity:** Acted as the final quality control checkpoint for daily operational data, identifying and correcting manual entry errors before system close.
- **Financial Compliance:** Audited nightly revenue transactions across multiple cost centers to identify discrepancies, ensuring 100% accuracy in final ledger posting.

American Airlines | Philadelphia, PA **Operations Team Lead** | *Jun 2008 – Sep 2018*
- **Manual Resource Logic:** Manually analyzed daily flight manifests and connection data to forecast staffing needs, reallocating team members in real-time to cover early arrivals and tight connections.
- **Operational Logistics:** Led a ground team in executing time-critical departure protocols (de-icing, baggage transfers) based on manually calculated time-to-departure metrics to ensure on-time departures (D0).
- **Forensic Investigation:** Tracked missing passengers and baggage by cross-referencing flight times and gate data, identifying "at-risk" connections to prevent ground delays.

EDUCATION & CERTIFICATIONS
- **B.S., Business Administration** | Cheyney University | 2009
- **Google Data Analytics Specialization** | Coursera | 2023
- **Business Intelligence Analyst Track** | Maven Analytics | 2023