

# NICOLE (COLEY) COSTELLO

C: (828) 521-1217 ● [Costello.nicole@outlook.com](mailto:Costello.nicole@outlook.com) ● [www.linkedin.com/in/costellonicole](https://www.linkedin.com/in/costellonicole)  
<https://nlcostel.github.io/Coley-Costello-Portfolio/index.html> ● <https://github.com/nlcostel>

## EDUCATION

---

<b>Cleveland Community College</b> Associates of Automation Engineering Technology Phi Theta Kappa National Honor Society	Grad. 2024 GPA: 4.0
<b>Southern New Hampshire University</b> Bachelor of Data Analytics Concentration in Project Management	Grad. 2026 GPA: 4.0

## SKILLS & CERTIFICATIONS

---

- **Certified Reliability Engineer**  
*American Society for Quality*
- **Lean Six Sigma Black Belt Professional**  
*Management Strategy Institute*
- **Strategic Organizational Leadership**  
*Management Strategy Institute*
- SQL, Python (Pandas, NumPy), Power BI, Excel (advanced functions, pivoting, automation)
- FMEA, RCFA, Predictive Maintenance, Condition Monitoring (PI/PLC/DCS data), Statistical Process Control
- OSIsoft, PI, PARCView, PLC/HMI fundamentals, Ladder Logic
- DMAIC, SMED, VOC, KPI Development, Stakeholder Communication, Cross-Functional Leadership
- PowerBI, PI Vision, PARCView, Trello/Jira, Microsoft Project

## EXPERIENCE

---

<b>Process Engineer- II</b> <i>Sofidel America</i> Jan. 2022- Current	<ul style="list-style-type: none"><li>▪ Design and implementation of dry strength chemistry delivery system that resulted in a 1,300-point hazard risk rating reduction, reduced chemical unloading by 5 hours per load, freeing team members up for more value-added tasks, and created flexibility in chemistry centerline and product parameters by introducing dosing by layers.</li><li>▪ Applied FMEA, VOC, and DMAIC methodologies to improve fiber retention and reduce landfill waste by 90%, strengthening cost performance and sustainability KPIs.</li><li>▪ Built analytics workflows to collect, trend, and interpret PLC/DCS data, enabling improved decision-making for variability reduction and equipment performance.</li><li>▪ Supported capital projects by developing technical proposals, performing feasibility analysis, and coordinating commissioning and startup.</li><li>▪ Managed chemical inventory, ordering, and reconciliation, leveraging data tracking for cost and usage optimization.</li><li>▪ Led a full moisture profile stabilization and control loop recovery project, reconstructing CD actuator mapping, recalibrating moisture scanners, resolving DCS logic errors, and restoring automatic control. Reduced cross-direction variability by 75-85%, improved loop responsiveness, and increased operator trust through data validation and alarm-system upgrades.</li></ul>
---	---

<b>Process Engineer- I</b> <i>Clearwater Paper</i> ( <i>Sofidel</i> ) Jan. 2021- Jan. 2022	<ul style="list-style-type: none"><li>▪ Developed automated dashboards and data streams to improve visibility of OEE drivers, reducing process upsets and equipment failures.</li><li>▪ Led SMED initiatives, reducing packing equipment changeover time by 75%, increasing throughput, and improving schedule adherence.</li><li>▪ Designed and executed process trials using structured experimentation to improve quality and productivity.</li><li>▪ Functioned as the technical lead for troubleshooting process initiatives, equipment failures, and workflow inefficiencies.</li></ul>
---	---

<b>Asset Leader</b> <i>Clearwater Paper</i> Sept. 2019- Jan. 2021	<ul style="list-style-type: none"> <li>▪ Managed integration of Laser Guided Vehicles and automated pallet wrapping systems, including PM program creation, operator training, outage planning, and cross-functional coordination.</li> <li>▪ Conducted cost analyses and vendor negotiations that eliminated on-site printing processes, improving cost efficiency.</li> <li>▪ Facilitated daily/weekly/monthly performance reviews and provided insight on KPI trends to drive data-backed operational decisions.</li> <li>▪ Built reliability frameworks by developing new mechanical and electrical PM routines for critical assets.</li> </ul>
<b>Focused Improvement Lead</b> <i>Clearwater Paper</i> Dec. 2017- Aug. 2019	<ul style="list-style-type: none"> <li>▪ Owned a portfolio of cross-departmental KPIs, translating data trends into action plans for year-end goal alignment.</li> <li>▪ Facilitated structured problem-solving events and improvement cycles using Lean and continuous improvement methods.</li> </ul>
<b>Safety &amp; Environmental Tech.</b> <i>Clearwater Paper</i> Jan. 2017- Jan. 2018	<ul style="list-style-type: none"> <li>▪ Ensured compliance with federal, state, and local environmental regulations through audits and documentation.</li> <li>▪ Developed an EH&amp;S SharePoint system to centralize SOPs, compliance documentation, and training materials.</li> <li>▪ Launched an employee EH&amp;S engagement committee to improve participation and communication sitewide.</li> </ul>
<b>Equipment Operator</b> <i>Clearwater Paper</i> May 2014- Jan. 2017	<ul style="list-style-type: none"> <li>▪ Operated production equipment while maintaining quality and safety standards in a high-volume manufacturing environment.</li> </ul>

### **Volunteer Business Mentor/ Operations Assistant**

*Entrepreneurship Mentorship – Candle Microbusiness (6<sup>th</sup> Grade Student)*

August 2025- Present

- Analyze weekly sales data to identify demand trends and determine optimal production quantities.
- Create simple production schedules and inventory plans to prevent stockouts and reduce waste.
- Teach basic financial literacy skills, including pricing strategy, budgeting, and cost tracking.
- Assist with quality control, packaging workflows, and preparation for community sales events.
- Guide the development of age-appropriate marketing content and customer engagement strategies.
- Support process improvement by helping refine product labeling, order fulfillment steps, and material organization.
- **Created an e-commerce site that expanded microbusiness beyond in-person events, increasing customer reach and supporting consistent sales.**