

NICOLE (COLEY) COSTELLO

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

EDUCATION

Cleveland Community College

Associates of Automation Engineering Technology
Phi Theta Kappa National Honor Society

Grad. 2024

GPA: 4.0

Southern New Hampshire University

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

Process Engineer- II

Sofidel America

Jan. 2022- Current

- 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.
- Applied FMEA, VOC, and DMAIC methodologies to improve fiber retention and reduce landfill waste by 90%, strengthening cost performance and sustainability KPIs.
- Built analytics workflows to collect, trend, and interpret PLC/DCS data, enabling improved decision-making for variability reduction and equipment performance.
- Supported capital projects by developing technical proposals, performing feasibility analysis, and coordinating commissioning and startup.
- Managed chemical inventory, ordering, and reconciliation, leveraging data tracking for cost and usage optimization.
- 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.

Process Engineer- I

Clearwater Paper

(Sofidel)

Jan. 2021- Jan. 2022

- Developed automated dashboards and data streams to improve visibility of OEE drivers, reducing process upsets and equipment failures.
- Led SMED initiatives, reducing packing equipment changeover time by 75%, increasing throughput, and improving schedule adherence.
- Designed and executed process trials using structured experimentation to improve quality and productivity.
- Functioned as the technical lead for troubleshooting process initiatives, equipment failures, and workflow inefficiencies.

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

Volunteer Business Mentor/ Operations Assistant

Entrepreneurship Mentorship – Candle Microbusiness (6th 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.**