

# Scott Osteen

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## RELEVANT SKILLS

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| <ul style="list-style-type: none"><li>• Python</li><li>• SQL</li><li>• Google BigQuery</li><li>• Tableau</li><li>• A/B Testing</li></ul> | <ul style="list-style-type: none"><li>• Data Ingestion</li><li>• Data Discovery</li><li>• Data Cleaning and Analysis</li><li>• Data Storytelling</li></ul> | <ul style="list-style-type: none"><li>• Web scraping</li><li>• Excel and MS Office</li><li>• SAP</li><li>• QlikView/Qlik Sense</li><li>• Mercury Gate</li></ul> | <ul style="list-style-type: none"><li>• Results Driven</li><li>• Collaborative Mindset</li><li>• Adaptability</li><li>• Self-learner</li><li>• Ambiguity Navigator</li></ul> |
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## EXPERIENCE

**The Home Depot** **Atlanta, GA** **January 2022 – Present**  
*Sr Logistics Analyst*

- Identified ~12.3 points of CSAT improvement opportunities and presented specific high priority action items to the VP of Supply Chain Delivery.
- Project managed customer experience improvement initiatives with cross-functional teams in a data driven manner using tables and datasets built with SQL and Python.
- Provided hypothesis testing capabilities and increased data visibility for online delivery operations by building and enhancing CSAT oriented dashboards using Tableau, connected to automated data extracts and live feeds from Google BigQuery.

**Graphic Packaging International** **Atlanta, GA** **June 2020 – January 2022**  
*Logistics Analyst*

- Utilized self-taught Python with libraries such as pandas, smtp and others to automate reporting, carrier communications and various other manual tasks as well as build ETL pipelines.
- Identified the need for a more streamlined approach to data management and developed a database with pipelines for transportation sourcing and analysis data, creating a data ecosystem with increased availability and useability of data for transportation management and pay systems, as well as allowing for daily carrier KPI tracking instead of quarterly.
- Effectively communicated insight into areas of company's transportation network with excess freight cost using an automated excel report on a weekly basis delivered to the Director of Strategic Freight Sourcing and their team, identifying action items that reduced average monthly spot rate by 28% providing estimated savings of \$9,065,760 over a 12 month period.
- Setup and ran 3 quarterly RFP's for truckload and intermodal freight, implementing automation and process improvements to data extraction, analysis, and awards that reduced RFP process time by 50%, as well as identified mode optimization opportunities resulting in an estimated \$180,000 of savings in 2021.

**Graphic Packaging International** **Atlanta, GA** **May 2019 – June 2020**  
*Transportation Management Specialist*

- Collaborated with customer service groups, sales and marketing personnel, plant purchasing, and plant shipping personnel in a remote setting to provide transportation solutions fitting customers or internal stakeholders needs while product demand spiked by over 13% due to the Covid-19 pandemic in a freight market where tender rejections had increased by 300% according to FreightWaves.com.
- Actively worked with carriers to maintain and exceed service standards and requirements by achieving over 97% on time delivery of managed freight while keeping spot percentage under 15%.
- Identified and acted upon opportunities to utilize additional low-cost carriers in the spot market resulting in roughly \$400,000 of cost avoidance while maintaining a high OTD percentage.

**Logistics Services Group LLC** **Knoxville, TN** **June 2018 – May 2019**  
*Operations Specialist*

- Brokered and coordinated Over Dimensional, Overweight, Legal, and LTL freight requiring Flatbed, Stepdeck, RGN and other specialty trailers.

**United States Army** **Camp Casey South Korea/Ft. Stewart GA** **January 2013 - May 2016**  
*Cavalry Scout*

- Received two Army Achievement Medals and Army Good Conduct Medal.

## EDUCATION

**The University of Tennessee** **Knoxville, TN** **December 2018**  
Bachelor of Science in Business Administration, Supply Chain Management