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**Professional Summary**

*Business strategist with 5+ years of experience in project management and risk analysis across logistics & transportation and real estate industries, designing and implementing new processes, developing real-time scalable & elastic solutions, and analyzing data to increase efficiency to target new project areas.*

* **Project Management**- *Success in simultaneous multi-project management and applying Six Sigma, Kanban, Waterfall, Agile for deliverable analysis.*
* **Risk Management**- *Proactively implementing adaptive techniques such as reduction and retention to manage transformations, risk events and meet customer demands by collecting and analyzing data.*
* **Process Improvement**- *Executing high-impact approaches to safety, compliance, and quality to drive performance metrics through strategic planning, mentorship, and facilitating training.*
* **Human Resources**- *Creating workforce plans to streamline the organization's impact by innovating a challenge network to customize performance evaluations for personal & professional development.*

PROFESSIONAL EXPERIENCE

**Hyundai AutoEver America, Business Process Analyst** January 2022 - Present

* **Project Management**: Utilized an agile approach in the facilitating of a **$6.3M** project to transform from an on-premises multi-system to a single centralized Human Resources payroll cloud-based system.
* Sustained management via analytic solutions, application development and integration, database, and data management through intelligent technologies through 5 interface integrations of satellite extensions (ADP, UKG Kronos, Ease, Tress)
* **Process Improvement:** Partnered with SAP to implement **5** SuccessFactors® modules to improve operations & people management tasks for over 8000 employees across business units in USA and Mexico.
* Analyze, define, and develop the organization’s business process methods and practices by minimizing duplications and redundant iterations by **65%** by utilizing one composite platform to meet business criteria and auditing processes.
* **Team Management:** Cross-business unit management across **2** locales (USA, Mexico), **6** teams, **3** systems, and content delivery in English & Spanish languages.

**Amazon, Process Specialist** November 2019 - Present

* **Analytical Reporting**: Optimized analytic reporting by **80%** by creating intuitive Microsoft Excel Spreadsheets, query reporting, and data analysis visualizations (Pivot Tables, Quicksight, Histograms, Pareto Charts, etc.) to deep dive driver associates' performance, track, and report ATS/labor hours.
* **Risk Management:** Mitigated associates' risk, injury, and incident opportunities by **90%** by designing and implementing prototype blueprints for **5** work-zone areas (internal/external) that have since been deployed throughout the network's Southern Region.
* **Project Management**: Project coordination and implementation of first-in-class unique security installations now featured in AMZL business models.
* Established timelines, created schedules (Gantt Charts), procured materials, monitored, and documented progress through the project life cycle to streamline workflow and communicate with stakeholders.
* Upgraded a process by creating a web application for inter-transit processes using a cloud-based environment by creating a database server and automated infrastructure, pending deployment.
* **Process Improvement:** Increased 200 associates' performance metrics by **63%** and decreased attrition by **20%** by applying the Kaizen approach towards mentorship, one-on-one coaching, and process auditing.
* Strategically operated a **$50K** budget for safety & quality enhancements through practical application of Lean Six Sigma.
* **Team Management:** Led a team of 11 transportation associates to sustain a **96.9% 1:1** driver-trailer ratio during peak seasons.
* Directly managed 15 RTS associates efficiently dispatching **400-500** routes with **99.4%** completion rates and **less than 3%** returned packages or rolled volume into Cycle 1.

**Wealthmore Properties, HR Specialist/Project Coordinator** January 2017 - June 2019

* **Human Resources:** Coordinated application of laws like FMLA, ADA, and Title VII and implemented **10** compliance policies, innovated **5** retention strategies, and constructed a business continuity plan.
* Created workforce plans, performance appraisals and designed attractive compensation packages to help drive the business value up by **45%**.
* **Risk Management**: Influenced stakeholder decision-making through quantitative/qualitative risk analysis generating **5** new acquisitions quarterly.
* Developed the organizational framework by creating continuity plans through risk management, establishing emergency preparedness and response programs, and minimizing deficiencies by **70%**.
* **Project Management:** Partnering with business partners & PMs to support project completion by coordinating meetings, budget analysis, and descriptive/ predictive analytics reporting (property value assessments, accounting forecast, etc.).
* Facilitated working sessions to coordinate with multiple teams (Stakeholders, PMs, Contractors) to define project objectives, strategic business planning, and end-to-end process management and expectations.
* **Process Improvement:** Integrated cross-functional platform technology to enhance scheduling analysis, visualization, automation, and company transformation.
* Designed and implemented auditing processes for operational excellence, personnel relationship management, and system functions.
* Incorporated BDI/SBI models for talent pool selection that closely aligned with the company's culture resulting in a **92%** retention rate and decreased turnover rate by **51%**.
* **Procurement & Contract Management**: Upgraded 8 vendor contracts, designed vendor satisfaction surveys, audited capacity utilization, assisted in the management of CRMs and resource allocation.

HIGHLIGHTED SKILLS

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| --- |
| * Certified Lean Six Sigma White Belt, AIGPE, 2021, Project Management Institute (PMI)- PMP Cert Expected: July 2022 * Adobe Suite, Microsoft Office Suite, Google Platform * AWS CloudFormation, Certified AWS Accreditation Partner, AWS, 2021 * Customer Relationship Management (CRM), SAP (SAP Finance, SAP SuccessFactors®), Quicksight, Power BI, Tableau, Python |

EDUCATION

DePaul University, Chicago, Illinois 2022

Bachelor of Arts: Business Administration Magna Cum Laude

ORGANIZATIONS

* Project Management Institute-San Diego Chapter 2022-Present

Corporate Outreach Lead

* + Developed corporate partnership packages to increase membership.
  + Designed web application extension to engage with PMI site visitors. (Pending deployment)
* Urban League of San Diego- Young Professionals 2022-Present

* Project Management Institute-Atlanta Chapter 2019-Present
* Urban League of Greater Atlanta-Young Professionals 2018-Present