

Sawandi Kirby

Data analyst with a robust background in customer service, logistics, and efficient process management. With a meticulous attention to detail and an advanced degree in psychology, I bring analytics rigor and a proactive approach to data management and user behavior.

SKILLS

- Customer Service: Meticulous attention to detail, efficient sales processes
- Logistics: Accurate package sorting, truck loading, and safe transportation
- Data Analytics: Proficiency in Microsoft Excel, SQL, R Programming and Python.

CERTIFICATIONS

Google Data Analytics - *Coursera Professional Certificate*

(Oct 2023 - No Expiration)

In-depth understanding of data analysis practices and processes using SQL, R, Python. Proficient in data visualization platforms such as PowerBi, Tableau.

Supply Chain Management- *Rutgers Business School*

(March 2025 - Present)

The Supply Chain Management Specialization focuses on the network of firms that are linked in today's global economy. This introductory specialization covers the tools, techniques and best practices employed by today's leading companies to succeed in the marketplace. The learner mastered the fundamentals in Logistics, Operations, Planning, and Sourcing, followed by a capstone course in Supply Chain Management Strategy.

Career Success- *University of California, Irvine*

(December 2024 - Present)

In this Specialization, learners developed and honed essential skills for today's dynamic workforce, including the fundamentals of finance, basic data analysis, project management, and business writing. The Specialization also focused on softer skills such as communication techniques, negotiation skills, leading people, and effective problem-solving.

Introduction to Business- *University of California, Irvine*

(November 2024 - Present)

Management and strategic planning, digital marketing, and finance that will support them in a business operations role. People management, leadership development, strategic planning, search engine strategies, reputation management, content creation, common financial statements, cash flow, and expense management.

Forklift Certification

(September 2024 - September 2027)

Certification ID# NFF-1725382714-2368-96083

Completion of course requirements in compliance with OSHA regulations under OSHA Code 29 CFR 1910.178

PROJECT PORTFOLIO

- *SQL Queries:* ([SQL-Code](#))
- *R Programming Case Studies:* ([Case Studies](#))
- *ETL (Extract, Transform & Load) Project:* ([NBA Basketball Data](#))
- *Visualizations:* ([Public Profile](#))

EXPERIENCE

Stanley Steemer, Winston-Salem, NC – *Crew Chief / Technician*

(May 2025 – Present)

- Delivered consistent top-tier performance across 25+ weeks, averaging 12 service stops per week and maintaining a 46.6-hour workweek to meet aggressive route and customer-service demands.
- Achieved an “Excellent” rating (81 total score) on internal performance metrics for productivity, time efficiency, and revenue generation.
- Increased add-on sales per stop by 35%, contributing over \$11,700 in additional revenue and \$1,400+ in commissions through effective customer communication and upselling.
- Improved time-per-stop efficiency by 22% (averaging 4h 04m vs. 5h+ target) through better task sequencing, preparation, and route execution.

Walmart-Thomasville, NC – *Stock 1 Team*

(Sept 2024 – May 2025)

- Managed inventory levels and ensured accurate stock replenishment, reducing out-of-stock instances by 15%.
- Collaborated with supply chain and logistics teams to optimize product flow and minimize delivery delays.
- Utilized inventory management systems to track stock levels, analyze trends, and forecast demand, improving inventory accuracy by 20%.
- Conducted regular audits of stock levels and resolved discrepancies, ensuring compliance with company standards.
- Supported the implementation of a new inventory tracking system, enhancing operational efficiency and reducing manual errors.

United Parcel Service, Brooklyn, NY – *Operations Associate*

(April 2017 – Aug 2024)

- Confirmed packages were loaded into correct trucks and set up truck scanners, ensuring accurate deliveries. Implemented a new system for tracking packages which reduced loading errors by 10%.
- Acquired bulk cart license and operated vehicles for overweight packages improving efficiency in handling heavy shipments. Maintained a perfect safety record while operating vehicles for overweight packages, contributing to a safer work environment.
- Learned and grew in a fast-paced environment, enhancing adaptability and problem-solving skills. Trained 5 new associates on proper loading procedures and scanner setup, ensuring a smooth onboarding process.

EDUCATION

Southern New Hampshire University, Remote –

Bachelor of Supply Chain Management (Sept 2025 – Present)

Florida Atlantic University, Boca Raton, FL –

Bachelor of Psychology (Aug 2008 – May 2011)

