

# ERIC J. WISSNER

## CONTACT

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**LinkedIn**  
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## SKILLS

**Data Analysis - Tools**  
Python, R, SQL, Minitab, Jupyter Notebook, Google Colab

**Business Intelligence / Visualization**  
Spotfire, Power BI, QlikView, Tableau, Cognos, D3.js

**Data Analysis - Techniques**  
Regression, Classification, Clustering, Time Series Analysis, CART, Pairwise Association Mining, Ensemble Methods, Feature Reduction, Web APIs, Regular Expressions, Natural Language Processing

**Other**  
Digital.ai Agility, Power Apps, Power Automate, Java, HTML, CSS, JavaScript

## EDUCATION

**Master of Science, Analytics**  
Georgia Institute of Technology | Exp 2024  
Courses Completed:  
Computing for Data Analytics  
Introduction to Analytics Modeling  
Data Analysis for Continuous Improvement  
Data Analytics for Business  
Regression Analysis  
Data and Visual Analytics  
Data Mining and Statistical Learning  
Simulation  
Applied Natural Language Processing  
Analysis of Unstructured Data

**Bachelor of Science, Business**  
The Pennsylvania State University | 2019

## PROFESSIONAL ACCOMPLISHMENTS

- ✧ Transformed the Damage Research service offering by establishing customer-centric account management, standardizing client deliverables, and implementing a proactive, data-driven approach to Unsaleables policy consultation.
- ✧ Designed and developed a user-friendly online analytics platform, enabling clients to monitor supply chain study progress, analyze the quantitative results of the team’s reimbursement rate model, and benchmark distribution center practices.
- ✧ Successfully guided the Damage Research team through the FedEx acquisition of its privately-owned parent company by preparing customer messaging, fostering cultural alignment, and managing the impact of a 30-mile headquarters relocation with no team member attrition.
- ✧ Spearheaded the launch of the Metrix Exchange, a platform that employs interactive dashboards to display normalized performance metrics. This ground-breaking tool was the first to provide leadership with integrated insights from the entire operational network, significantly reducing performance visibility time from 12 days to one hour.
- ✧ Recipient of the FedEx Five Star Award, the highest recognition attainable by a FedEx team member, for the design and implementation of a local analytics tool supporting site-level workforce optimization.
- ✧ Honored with the Global OpCo Technologies Excellence Award for success driving FedEx Supply Chain’s data strategy and pivotal involvement in the development of the innovative E360 labor optimization program.

## WORK EXPERIENCE

- Manager, Business Intelligence**  
FedEx Supply Chain Feb 2020 – Present
- ✧ Lead a team tasked with delivering and supporting business intelligence solutions for 100+ warehouse operations, customers, and senior leadership.
  - ✧ Coordinate data modeling, mapping, ETL, and report development activity.
  - ✧ Drive adoption of data strategy with technical and business partners.
  - ✧ Provide analytics and business intelligence support to Quality and Engineering teams, playing a key role in strategic projects.
  - ✧ Analyze and publish operational SLA performance results using our internally developed Metrix Exchange platform.

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## CERTIFICATIONS

### Change Management PCI Practitioner

Changefirst | 2022

### FedEx QDM Expert

American Society for Quality | 2021

### SAFe 4 Practitioner

Scaled Agile, Inc. | 2019

## AWARDS

### Global OpCo Technologies Excellence Award

FedEx | 2022

### Purple Promise Quality Award

FedEx | 2021

### Five Star Award

FedEx | 2021

## WORK EXPERIENCE (continued)

### Senior Manager, Damage Research and Analytics

FedEx Supply Chain

Nov 2017 – Feb 2020

- ✧ Maintained responsibilities associated with the Damage Research Operations Manager role.
- ✧ Actively participated in the Damage Research sales process, including solution design, pricing, proposal development, and in-person presentations to prospects.
- ✧ Developed business intelligence capabilities within the department's Data Solutions team, including technical skills, design thinking approach, and visualization best practices.
- ✧ Led the development and ongoing support of a suite of customer facing analytic tools that supplemented the team's existing reporting.
- ✧ Provided analytics and business intelligence support for the Retail business unit and for FedEx Supply Chain's senior leadership.

### Operations Manager, Damage Research

FedEx Supply Chain

Sep 2011 – Nov 2017

- ✧ Managed the Damage Research department that conducted supply chain studies for consumer-packaged goods customers.
- ✧ Designed a quantitative model used to calculate recommended reimbursement rates based on package damage, shelf life remaining, and touchpoint inputs.
- ✧ Leveraged quantitative and qualitative data to identify potential product packaging improvement opportunities.
- ✧ Supported customers in communicating policy updates to their trade partners by participating in meetings with their top accounts.
- ✧ Utilized functional operational data to enhance study scheduling and the tracking of field utilization, productivity, and performance against SLAs.
- ✧ Developed internal applications to streamline and automate the team's analytical workflow, resulting in increased efficiency and accuracy in routine tasks.
- ✧ Created and published online reports allowing customers to track the progress of the team's supply chain studies.
- ✧ Published an annual Benchmark Report, providing statistical damage rate comparisons and remaining shelf-life analysis by product type, retail channel, and temperature class.

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## WORK EXPERIENCE (continued)

### Manager, Customer Deliverables and Lean Applications

GENCO

Apr 2010 – Sep 2011

- ✧ Managed the Data Solutions team that developed customer reports and presentations based on supply chain study results.
- ✧ Identified opportunities to remove waste from processes within the Damage Research department.
- ✧ Collaborated with team leads to improve processes through a focus on Lean methodology.

### Manager, Customer Data Analysis

GENCO

Apr 2005 – Apr 2010

- ✧ Served as a liaison between the Damage Research team and the Systems department.
- ✧ Prepared customer reports and presentations detailing the findings of the team's supply chain studies.
- ✧ Designed the relational database developed to store data collected during supply chain study audits.
- ✧ Provided screen mockups and logical flow diagrams for the team's new data collection tool.
- ✧ Developed and submitted requirements for the team's reporting needs.