Christopher Flix
Supply Chain & Systems Analytics Professional

Supply Chain & Systems Analyst with 4 years of experience. Leverages analytical and methodical problem-solving to drive end-user-focused process and systems enhancements. Leads systems improvement with lean principles that drive efficiency and capability gain while minimizing costs to enhance organizational profitability.

| PROFESSIONAL EXPERIENCE |

Supply Chain Systems Analyst
XPO Logistics | Fort Worth, TX | September 2018 – Present

- Administer service tickets and improved on-time resolution from 74% to 93%
- Proficiently debug error messages for over 150 interface jobs as well as WM Plus application and resolve errors daily which are critical to the order fulfillment process
- Create and execute complex SQL queries for reporting, systems analysis research, and data validation that encourage quality while maintaining operational efficiency
- Lead end to end testing of order fulfilment process, validating data and debugging errors for 3 software applications that are discovered to support system enhancement releases
- Research issues across four systems to determine root cause and collaborate cross-functionally across seven teams to suggest permanent fixes
- Interface with clients including regular updates on outstanding systems issues
- Maintain daily key performance indicator reports

Supply Chain Systems Analyst
American Airlines | Fort Worth, TX | August 2017 – September 2018

Aged Order Reconciliation Project
- Researched problematic repair orders and reduced population by 44%
- Extensively used SQL queries to modulate Microsoft Access database, leveraging end user feedback, that compartmentalized the aged repair order reconciliation process into well-defined steps and centralized their management – translating into fewer lost parts and write-offs and directly enabling cost avoidance
- Learned to proficiently debug Microsoft Access error messages without prior knowledge, leveraging plethora of manuals, support forums and other online literature and served as support point of contact after database tool was deployed
- Deployed training manual and led training sessions of database tool

ERP Data Migration Project
- Learned ERP systems and translated business needs to IT development team
- Performed user acceptance testing of migrated data and enhanced system
- Supported mapping of system enhancement and integration
- Reviewed and suggested modifications to load program code and scripts

Supply Chain Management Professional
Halliburton Energy Services | Houston, TX | June 2016 – March 2017

- Managed order fulfillment lead time reduction and improved delivery by 46%
- Reduced machining outsourcing process lead time by projected 50%
- Identified customer requirements and analyzed processes through lean events
- Quantified net present value impact of process improvements
- Presented business focused results quarterly to supply chain executives

| EDUCATION & CERTIFICATIONS |

- B.S. Mechanical Engineering/Business Minor | University of Oklahoma | December 2017
- Lean Six Sigma Green Belt | December 2017
- Lean Six Sigma Yellow Belt | May 2017

CONTACT INFORMATION

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TRANSFERABLE SKILLS

Software Error Debugging
Expert Problem Solving
User Acceptance Testing
Software Development Life Cycle
Third Level IT Support
Documentation and Training
Code and Script Assessment
Functional Development Liaison
Business Problem Analysis
User Requirement Identification
Project Timeline Development
Cost Analysis and Management
System Integration Analysis
Change Management
Cross-functional Leadership
Data-driven Decision Making
Process Improvement
Project Management
Client Relationship Management
Performance Metrics Reporting

TECHNICAL SKILLS

Oracle Database
Microsoft Access
SQL and SQL Server
Teradata
Microsoft Excel
ERP Systems (SAP/SCEPTRE/DECS)
Tableau
Microsoft Visio
SFTP/FTP
Data Warehousing