

## SYSTEMS OPERATIONS ANALYST

*“Open to Business Analyst, Research Analyst, or Consultant Roles”*

**SUMMARY** Results-driven Systems Operations Analyst with 6+ years of experience in business/systems analysis; leading/supporting Walmart’s Logistics’ IT/data center operations by researching, analyzing, & improving warehouse logistics systems and supply chain processes. Experienced in leveraging data insights to identify customer/business needs, recommending solutions to enhance systems strategy, operational process workflow, and the user/customer experience. Excel in data analysis, supporting management and stakeholders in making business decisions; contributing to the modernization of IT systems and software programs as well as supporting teams in using cloud applications, enhancing process/network efficiencies and ensuring workflow. Project leader creating operational planning to meet customer/business needs, achieving goals of business performance and operational excellence.

- **Business/IT Liaison:** Handle cross-departmental team communications, contributing to new business processes and strategic planning for warehouse logistics/supply chain management, fulfillment/replenishment processes, & inventory management.
- **Data Analysis/Reporting:** Technical knowledge of business intelligence (BI) tools and methods, using understanding of modern processes/planning, information management, and data analytics to identify pain points and develop data-driven solutions.
- **Technical Support:** Validate new software updates and provide technical support to Walmart Logistics’ Associates/end-users, facilitating teams in utilizing software applications; ensuring users can perform specific functions in support of logistics operations.
- **Day Trader:** Experienced investor applying mathematical/quantitative skills to produce predictive models and market insights for investing & trading, conducting analytical research and statistical/financial analysis to forecast market trends/financial outcomes; achieving ROI and portfolio profitability across exchanges and financial markets in an evolving digital ecosystem.
- **Project Management:** Work with management, stakeholders, and teams on projects and strategic initiatives; tracking/planning project milestones to ensure project deliverables for project completion (i.e., on time, on scope, and within budget).
- **Relationship Management:** Build/maintain business and customer relationships to enhance team collaboration and development.

### TECHNICAL COMPETENCIES

Cloud-based ERP Systems/CRM Systems/Database Platforms: SAP software, ServiceNow, IBM Mainframe, Salesforce, Quickbase  
Programming: VB (Visual Basic) ~ Atlassian JIRA (Agile Methodology and Software Development Projects)  
Microsoft Office: Outlook, Excel, Word, PowerPoint, SharePoint ~ Google Shared Drive  
IT Communication Tools: MS Teams, Zoom, and Slack ~ Global Logistic System ~ Supply Chain Management

### PROFESSIONAL EXPERIENCE

**Walmart Logistics | Mount Crawford, VA**

**8/2014 – Present**

#### **IT/Data Center System Operation Analyst (DC-SOA)**

Work closely with other team members/stakeholders to develop/deploy web-based applications and programs to support logistics/supply chain processes; designing solutions by analyzing systems and business requirements obtained from customers & end-users. Guide/train associates and management teams on program use, serving as technical support for day-to-day operations; providing technical expertise on troubleshooting for hardware and software applications to ensure workflow across logistic operations.

- Impacted IT/Data Center system operations by leading/training key data center team members (e.g., machine operators, analyst, network coordinators) on new systems & technologies; ensuring adherence to the company’s SOPs & engineering standards (ES).
- Data entry of user’s information into the database system, analyzing metrics data to improve network efficiencies; while tracking process workflow, identifying performance issues/risks as well as recommending solutions/feedback to management.
- Point of contact for updates to the system and application software, handling software upgrades, deployment, and maintenance.
- Input data into system database and set/configure/run Android applications on handheld mobile devices.
- Produced accurate workflow reports using business intelligence tools to improve organization, performing workflow analysis using business analytics tools to improve team productivity and ensure proper job function distribution among different departments.
- Managed warehouse data center operations, including functionalities; exceeding the demands of internal customer’s needs.
- Installed/configured IT-related hardware and software applications for the warehouse distribution center and overall enterprise.
- Managed Walmart’s Warehouse Management Systems, Sortation Systems, Voice Systems, and Labor Management System; ensuring efficiency in supply chain management (SCM) systems via updates/patching and producing comprehensive reports.
- Customer service leader interacting with a broad range of vendors and customers on daily basis via email/phone communications.
- Procurement analyst responsible for ordering supplies for the entire warehouse, ensuring teams are supported effectively.

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**Self-Employed**

**5/2010 – Present**

**Day-Trader/Long term investor**

Developed/managed portfolio, conducting in-depth research & data analysis of businesses, e.g., technology & blue-chip companies.

- Analyzed data of listed companies' balance sheet through SEC filings.
- Utilized technical analysis model with Japanese candlestick.
- Observed government monetary policy decision to make comprehensive selections of stocks options trade.
- Experience with financial, cash flow, and IRR analysis.

**R.R. Donnelly | Harrisonburg, VA**

**9/2005 – 8/2010**

RRD is a Fortune 500 multichannel marketing communications company providing business support, creative & marketing services, data management, business insights, and printing.

**Associate**

Responsible for providing laboratory supplies and materials from the warehouse.

- Participated in inventory management and logistics support on a daily basis.
- Maintained necessary files and documentation.
- Inspected goods and reconciled orders to shipping documents and authorizations, packing goods for shipments according to specifications; preparing bills of lading and warehouse receipts.
- Interfaced with the warehouse and supported the supply chain by running supplies.

**TJX Companies, Inc. | Bridgewater, VA**

**9/2004 – 8/2005**

Leading off-price retailer of apparel & home fashions and 4,000 stores in 9 countries and 3 e-commerce sites operating T.J. Maxx and Marshalls, HomeGoods, Sierra Trading Post, and Homesense.

**Associate,**

Key member of the merchandise journey, ensuring goods were shipped to the appropriate stores in a safe and efficient way.

- Performed all phases of work in the SCAN/PATS Data Entry Office, including, but not limited to: data entry of indirect logs, downloading production data, entering adjustments/deletions, entering data into the Access database, filing/scanning of logs & adjustments, and monitoring/answering SCAN emails.
- Served as a power equipment machine operator, brought merchandise to the floor, and performed loading/unloading of goods.
- Conducted audit, quality control, count, select, and sort items by style, color, store order or other criteria; also matched receipts against purchase orders.

**EDUCATION**

**B.A. in International Affairs | Concentration in International relation, James Madison University, 2010**

**Minor in Political Science**

**PROFESSIONAL DEVELOPMENT | COURSEWORK**

UPenn, Wharton School of Business, Business Analytics Courses: Operations Analytics and Customer Analytics