

CONTACT

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SKILLS

Operations:

Process Improvement, Capacity Planning, Demand Forecasting, Inventory Optimization, Vendor Performance, KPI Reporting, SOP Development, Root-Cause Analysis

Analytics:

SQL, Advanced Excel (Power Query, VBA Basics), Power BI, Tableau, Python (Pandas), Minitab

Systems:

SAP, Oracle WMS, NetSuite, Smartsheet, Jira

Methods:

Lean, Six Sigma (DMAIC), Kaizen

EDUCATION

Bachelor of Business Administration in Supply Chain Management

Texas A&M University — College Station, TX
2022 | GPA 3.6

CERTIFICATIONS

- Lean Six Sigma Green Belt
- APICS CSCP — in progress
- Microsoft Certified: Power BI Data Analyst

Carlos Mendez

Operations Analyst | Process & Supply Chain Analytics

SUMMARY

Operations Analyst with 3 years of experience improving fulfillment, inventory, and logistics performance for a national retail distribution network. Reduced order cycle time by 24%, cut inventory carrying costs by \$1.4M annually, and raised on-time delivery from 91% to 97%. Skilled in SQL, Power BI, forecasting, and lean process improvement.

EXPERIENCE

Operations Analyst

Aug 2023 – Present

Lone Star Distribution Co. — Dallas, TX

- Analyze performance across 4 distribution centers handling 3M+ orders annually; build Power BI dashboards used daily by 30+ managers.
- Reduced order cycle time by 24% and raised on-time delivery from 91% to 97% by redesigning pick-path and slotting plans.
- Cut inventory carrying costs by \$1.4M per year through SKU rationalization and safety-stock modeling in SQL and Excel.
- Improved forecast accuracy from 78% to 89% by introducing a rolling 13-week demand model.
- Led 3 DMAIC projects, saving \$620K annually and reducing damaged-goods claims by 31%.
- Partner with finance to build a monthly cost-to-serve model, exposing \$450K in avoidable expedited-freight spend.
- Standardized KPI definitions across 4 sites, cutting weekly reporting disputes and giving leadership a single source of truth.

Operations Associate

Jul 2022 – Jul 2023

Texas Retail Logistics — Fort Worth, TX

- Tracked carrier and vendor scorecards for 25 partners; renegotiation inputs saved \$210K in freight spend.
- Automated weekly reporting with Power Query and VBA, saving 15 hours per week.
- Documented 20+ SOPs and trained 40 associates, reducing onboarding time by 25%.
- Investigated 60+ order-accuracy exceptions and implemented checks that lifted pick accuracy from 98.4% to 99.6%.

PROJECTS

Warehouse Slotting Optimization: modeled 5,000 SKUs by velocity and cube, reducing travel distance by 19% across two zones.

Returns Process Redesign: mapped the reverse-logistics flow and cut average returns processing time from 9 to 4 days.