

STRENGTHS

-  **Cross-functional coordination**
During schedule changes, kept production, procurement, quality, and service contacts aligned; teams gained clearer next steps.
-  **Operational reporting**
Built weekly Excel and Power BI views from scattered records. Leaders gained a steadier basis for daily decisions.
-  **Process improvement**
Used Five Whys and floor validation on recurring discrepancies. Practical changes followed, rather than quick guesses.
-  **Documentation discipline**
Standardized shift handoffs and controlled references across three areas. Supervisors spent less time reconciling incomplete updates.
-  **Service execution**
When shipments or specifications changed, provided traceable status updates and ownership; customer service could respond with confidence.

SKILLS

- Operations Coordination

Manufacturing Support

Production Scheduling
- Inventory Control

ERP Systems
- Microsoft Excel

Power BI
- Root-Cause Analysis

Five Whys
- Lean Six Sigma

Standard Work
- Process Mapping

KPI Reporting
- Vendor Communication
- Cross-Functional Coordination

SUMMARY

Operations Specialist with more than five years supporting manufacturing and ingredients operations through daily coordination, production scheduling, inventory control, reporting, and **service execution**. Builds clear connections among production, procurement, quality, maintenance, warehouse, and customer service teams so priorities remain visible and records stay accurate. Uses Microsoft Excel, Power BI, ERP workflows, **root-cause analysis**, Five Whys, standard work, and Lean Six Sigma methods to investigate issues and improve operating routines. Created reporting views, standardized handoffs, clarified process ownership, and strengthened audit-ready documentation across food and beverage environments. Work centers on safe, reliable execution, practical communication, and timely decisions. Ready to contribute this experience at **Crestfield Ingredients** while supporting dependable operations, continuous improvement, and strong service for **internal stakeholders** and customers.

EXPERIENCE

Operations Specialist

Crestfield Ingredients

 March 2024 - Present

 Des Moines, Iowa

- Supports daily manufacturing operations across production, procurement, quality, customer service, and warehouse workflows. Owns operating reports, schedule visibility, controlled records, exception review, and improvement follow-through for three production areas.
- Coordinated **production priorities** and **material availability** across procurement, quality, and customer service teams.
 - Built Excel and Power BI views for output, **inventory exceptions**, work orders, and service issues.
 - Standardized shift handoffs across three production areas, giving supervisors clearer updates and faster escalation.
 - Investigated schedule discrepancies through Five Whys, transaction review, and floor validation before corrective action.
 - Monitored **ingredient availability**, receiving variances, and aged inventory with procurement and warehouse partners.
 - Maintained operating procedures, training references, **audit-ready records**, and **accurate ERP transactions** for safe execution.

Operations Coordinator

Prairie Grain Solutions

 June 2022 - February 2024

 Omaha, Nebraska

- Managed order, shipment, production-status, inventory, and customer-response workflows for a regional ingredients operation. Prepared operating reviews, clarified process ownership, supported standard work, and helped coordinators deliver consistent service across eight states.
- Managed order, shipment, and **production-status workflows** serving **food and beverage customers** across eight states.
 - Reconciled ERP inventory against warehouse counts and receiving documents, documenting variances for disposition.
 - Prepared daily summaries covering service commitments, production delays, quality holds, and **pending maintenance work**.
 - Coordinated responses to short shipments and specification questions, giving **customer service** traceable next steps.
 - Mapped material-release and work-order processes with frontline employees, removing duplicate approvals from **standard work**.
 - Created onboarding job aids covering **purchase-order review**, shipment tracking, reporting cadence, and exception escalation.

Operations Analyst

Heartland Process Foods

 August 2021 - May 2022

 Lincoln, Nebraska

Analyzed production, inventory, fulfillment, and schedule-adherence information for supervisors in a food manufacturing setting. Supported daily decisions through exception reporting, workflow documentation, action tracking, and practical process-improvement recommendations.

LANGUAGES



MY CAREER



- Operations Specialist at Crestfield Ingredients (2.5 Years)
- Operations Coordinator at Prairie Grain Solutions (1.7 Years)
- Operations Analyst at Heartland Process Foods (9 Months)

- Analyzed production and **fulfillment records** in Excel, giving supervisors prioritized lists of recurring delays.
- Created templates for shift metrics, **downtime notes**, and **order follow-up**, supporting consistent daily decisions.
- Reviewed ERP transactions and paperwork for quantity, status-code, and timing mismatches before weekly close.
- Supported process-improvement workshops by documenting current workflows and testing changes in controlled production settings.
- Coordinated information requests among **quality**, warehouse, maintenance, and customer service contacts with clear **action logs**.
- Presented schedule-adherence findings to operations leadership, prompting adoption of a simpler **delay-coding reference**.

PROJECTS

- Integrated Operations Review** 📅 2025
Created a repeatable weekly operating review combining production output, inventory exceptions, open work orders, service issues, and stakeholder actions in Excel and Power BI.
- Material Availability Workflow** 📅 2023
Mapped receiving, material-release, and production planning steps across warehouse and procurement teams, clarifying ownership and improving visibility for schedule decisions.

LEADERSHIP & AWARDS

- Operations Improvement Recognition, Prairie Grain Solutions, 2023
- Dean's List, University of Nebraska–Lincoln, 2020
- Supply Chain Case Competition Finalist, 2021

EDUCATION

- Bachelor's Degree in Supply Chain Management**
University of Nebraska–Lincoln 🎓 GPA: 0 📅 2021 📍 Lincoln, Nebraska
- Coursework:** *Operations management, supply chain analytics, inventory planning, process improvement*

CERTIFICATIONS

- Microsoft Power BI Data Analyst Associate 📅 2025
- Lean Six Sigma Yellow Belt 📅 2024
- Microsoft Excel Expert 📅 2023

TECHNICAL SKILLS

- **Spreadsheet Analysis:** Microsoft Excel, PivotTables, Power Query
- **Business Intelligence:** Power BI, dashboards, data modeling
- **ERP Workflows:** ERP transactions, work orders, inventory modules
- **Manufacturing Operations:** Production scheduling, shift handoffs, material planning
- **Inventory Management:** Cycle counts, receiving variances, aged inventory
- **Process Improvement:** Lean Six Sigma, standard work, process mapping
- **Root-Cause Methods:** Five Whys, transaction review, floor validation
- **Operational Reporting:** KPI reporting, weekly reviews, exception lists
- **Documentation Systems:** Operating procedures, training references, audit records
- **Service Coordination:** Order tracking, shipment status, customer updates

PROFESSIONAL AFFILIATIONS

- Volunteer Coordinator, Nebraska Supply Chain Club, 2020–2021
- Student Mentor, College of Business Peer Advising Program, 2020–2021

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST