

EXPERIENCE

Outbound Logistics Specialist – Large Ecommerce Business – Remote (Aug 2021 – present)

- Own and act as subject matter expert for the Shipping Request Button, a proprietary tool used by Outbound Transportation as well as Customer Solutions to automate internal and external service request emails.
- Maintain template library for the button, accounting for 210+ possible service request combinations. Increase operational efficiency by reducing team manual email output by 5%, about 400/week.
- Continuously improve the button by developing new features and streamlining existing processes. Hold focus groups to vet ideas and submit feature tickets to Product Owner based on team feedback.
- Drive process improvement of company internal systems, balancing team initiatives with available programming resources and other departments' goals. Craft user stories, create visual mockups, and define acceptance criteria for PBIs and feature tickets. QA tickets in dev environment and convey test feedback to developers.
- Conduct 3-5 phone interviews per week and recommend or eliminate applicants based on experience and company culture fit.
- Coach new hires on fundamental team processes and train new hires in the use of Asana for project management. Administer training sessions and host role shadowing sessions for external departments. Evaluate progression of new hires and document notable achievements or opportunities for development during and beyond their 60-day training period.
- Create and update training materials such as presentations, handouts, quizzes, and interactive modules. Mentor company interns, providing 1:1 support during project period in the form of check-in meetings, progress feedback, and final review sessions.
- Collaborate with warehouse personnel to manage Savannah, Georgia area operations. Liaise between warehouse and local carrier terminals to meet shipment volume and prevent operational bottlenecks. Overhaul carrier portfolio out of Savannah, contributing to \$10mil in costs savings for the year.
- Onboard small parcel shipping divisions for new warehouses in distribution network. Work directly with small parcel carriers to open accounts for each location. Integrate account credentials into our proprietary small parcel shipping program.
- Review legal documents relating to domestic and international shipments to ensure regulatory compliance, prevent customs clearance delays, and accurately notate shipment contents and value.
- Provide creative solutions to internal and external stakeholders at any point of the shipping lifecycle while aiming for a target profit of 40% per order. Exceed team response time and QA goals, responding to 86% of stakeholder requests within two business hours and maintaining 95% QA across about 450 emails per week.

Linguistics, Language, Speech Lab Intern – University of Strasbourg – Strasbourg, FR (Sep 2019 – Dec 2019)

- Worked with university faculty in the linguistics department to develop a language surveying platform used to collect dialect information for study. Administered surveys and conducted qualitative analysis on response data.
- Documented bugs, QA tested, and provided feedback and use cases to developers to streamline experience on both the user and admin side. Translated pages from French-English and edited existing translations.
- Collaborated with faculty in the language department to coordinate, schedule, host, and represent the university during two international academic conferences. Translated French-English and English-French abstracts.

EDUCATION

B.A. Linguistics with Honors and French with Honors – The University of Texas at Austin (Aug 2016 – May 2020)

SKILLS

Continuous improvement, cross-functional communication, meeting facilitation, relationship management, stakeholder support, export compliance, carrier integration, feature automation, user stories, acceptance testing, Microsoft suite, operations, learning and development, research and presentation, document review, survey design, phone interviews, French, Asana.