Jordan Reyes

Operations Analyst

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Summary

Operations analyst with 5+ years of experience turning warehouse, retail, and clinic data into weekly decisions. Built SQL and Power BI reporting used by 12 distribution sites.

Skills

- Data: SQL, Excel (Power Query, PivotTables), Python (pandas)
- Reporting: Power BI dashboards, KPI scorecards, weekly operations reviews
- Operations: process mapping, demand forecasting, vendor scorecards, inventory control

Experience

Operations Analyst, Northwind Freight

Columbus, OH | Mar 2023 - Present

- Built a Power BI scorecard for 12 distribution sites, cutting weekly reporting time from 6 hours to 45 minutes.
- Reduced stockouts 18% in two quarters by rebuilding reorder points from 24 months of demand data.
- Led a dock-scheduling pilot that lowered average trailer wait time from 52 to 31 minutes.

Operations Coordinator, Lakeview Health Services

Dayton, OH | Jun 2021 - Feb 2023

- Mapped the patient-intake process and removed two manual handoffs, lowering average wait time by 9 minutes.
- Automated a daily staffing report in Excel and SQL, saving coordinators about 5 hours a week.
- Tracked supply spend across 6 clinics and flagged $84K in duplicate orders.

Inventory Analyst, Brightline Retail

Cincinnati, OH | Jul 2020 - May 2021

- Reconciled weekly inventory counts for 40 stores and flagged $210K in variances for audit.
- Built a shrink dashboard that store managers used in monthly reviews.
- Cleaned 3 years of SKU master data before a POS migration.

Education

B.S., Supply Chain Management, Riverside State University

Columbus, OH | May 2020

Minor in Statistics. Capstone: demand forecasting model for a regional food bank.

Projects

Dock scheduling model: Excel Solver model that balances 30 daily inbound trucks across 8 dock doors.

Certifications and awards

- Lean Six Sigma Green Belt (2022)
- Operations Excellence Award, Northwind Freight (2024)