





Chris Blackbird

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AREAS OF EXPERTISE

- Data Dictionary Maintenance
- Data Manipulation
- SQL Database Setup & Maintenance
- Improvement Areas Discovery
- Problems Triaging
- Data Collection Instruments
- Data Interpretation
- Analyzing Results
- Data Analysis Techniques
- Interpreting Trends
- Data Filtering
- Problems Identification
- Strong Communication
- Data Pruning
- Results Interpreting
- Relational Databases
- Task Prioritization
- Reporting
- Pattern Identification
- Redundancy Management
- Information Tracking Systems

PROFESSIONAL SUMMARY

Highly Accomplished Data Analyst and Customer Account Manager with a wide array of experiences in interpreting and analyzing data using statistical techniques and systems. Systematic and methodical, known for a sound ability to optimize the statistical efficiency of systems by developing and implementing data analytics. Well-versed in creating new data collection systems that optimize data management, capturing, delivery, and quality. Special talent for acquiring data from different sources and developing data systems that support analysis and reporting. Seeking to obtain a position that will enable me to utilize my organizational skills, educational background, Interpersonal skills, and ability to adapt seamlessly into various roles whether supervisory or team-oriented which encourages professional growth, and provides opportunities where I can contribute to overall operations.

CORE QUALIFICATION

- Documented success in acquiring data from primary and secondary sources and determining its integrity at the entry point.
- Skilled in filtering data by reviewing correlating reports, printouts, and performance indicators.
- Effectively able to locate, define and build upon new process improvement opportunities to ensure smooth systems operations.
- Thorough understanding of finance, marketing, production, and personnel management.
- Well-versed in data management policies, procedures, and widespread technical tools.
- Ability to implement, control, and execute tasks as per plans.

WORK EXPERIENCE

Sales Specialist

Oct 2021 - May 2022

[Company Name retracted]

- Maintained knowledge of sales, promotions, payments and exchange policies.
- Promoted sales by ensuring merchandise were displayed in prominent locations throughout the store.
- Interpreted and evaluated the effectiveness of sales, methods, costs, and results.
- Maintained awareness of all sales, promotions, and applicable ringing procedures.
- Shared product knowledge with customers while making personal recommendations.

Expeditor / Accounts Manager

Jan 2016 - May 2021

[Company Name retracted]

- Conferred with establishment personnel, vendors, or customers to coordinate production or shipping activities and to resolve complaints or eliminate delays.
- Managed all department's portfolios ([retracted]) in the most precise manner supplying customer demands and urgent requests while exceeding customer expectations
- Recorded production data, including volume, production, consumption of raw materials, or quality control measures.
- Requisitioned and maintained inventories of materials or supplies necessary to meet production demands.
- Maintained the company's systems (EPIC & MFG Pro) enriching and updating the system with any new parts and/or revisions promptly to avoid delayed customer demands.
- Assisted Account Reps with sales document research.

Super User, Chaser

2014 - 2015

[Company Name retracted]

- Assisted other supervisors in passing the priorities to the workgroup and presiding over the daily meeting of engineers, maintenance, and managerial levels.
- Established or updated work procedures to meet warehouse demands as dictated by production schedules and workflow.
- Identified improvement areas and established innovation or adjusted existing work procedures and practices, by designing a brand-new Killer Offer shipment grid layout reducing workload and simplifying the order status tracking.
- Recommended measures to improve service quality, increasing department efficiency and work crew and equipment performance.
- Maximized profitability through superior customer service, effective and prompt communications, and follow-up on all pending matters with the customer.

Business or sector: Manufacturing**[Company Name retracted]**

- Performed technical and administrative support for management, financial, contracting, configuration, engineering, system integration, and logistics management activities.
- Supported functional managers, outside agencies, contractor personnel, and the program office customer support the program.
- Operated and maintained a system to monitor the status of program action items and tracked corrective actions for program milestone(s) goals.

EDUCATION AND TRAINING**30P483013 Business Analysis with Power BI | March 2022 – Jun 2022****University of Latvia | Aspasia's Bulvāris 5, LV-1050, Riga, Latvia**<https://www.bvef.lu.lv/lv/>**EBMA - Level 7 Postgraduate Diploma in Business Administration | Oct 2020 - Current****Cambridge Management and Leadership School Ltd | Sheraton House Castle Park, CB3 0AX, Cambridge, United Kingdom**<https://cmls-global.com>**Field(s) of study:**

- Business, administration, and law: Finance, banking, and insurance Marketing and advertising Management and administration Inter-disciplinary programs and qualifications involving business, administration, and law, Social sciences, journalism, and information: Economics Psychology

Final grade: Masters of Business Administration TOP UP | Level in EQF: EQF level 7**National classification: Business Administration, EBMA | Type of credits: Credit****Certificate Number of credits: 120**

- Main subject / occupational skills covered:
- International Marketing Management
- Financial Management
- International Business Strategy
- Operations and Supply Chain Management
- Human Resource Management
- Business and Sustainability
- Strategic Project Management for Managers
- Research Methods for Managers

MBA – Level 7 Postgraduate Diploma in Business Administration**After which Progression to the MBA - Dissertation Stage - another 60 credits with a diploma in Masters Business Administration****LANGUAGE SKILLS****English**

- LISTENING C2 READING C2 WRITING C2
- SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Latvian

- LISTENING C2 READING C2 WRITING C2
- SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

ORGANIZATIONAL SKILLS**Organizational skills**

- **Highly effective managerial skills and techniques**
- **Proven ability to direct and coordinate operations**
- **Strong organizational and time management skills**

COMMUNICATION AND INTERPERSONAL SKILLS**Communication and interpersonal skills**

- Through excellent communication skills and persuasiveness, manages to increasingly improve customer expectations while saving the company money.
- Been awarded Johnson Controls (present: Adient) 2016 MERIT AWARD "For excellence in driving our strategy and demonstrating our values".

JOB-RELATED SKILLS

- Good command of quality control processes, hands-on commitment to getting the job done, and excellent communication and interpersonal skills have been the main reasons for overachieving expectations.
- By often not relying on common methods to solve a problem, I address each situation with creative solutions. I look at each problem with a fresh perspective as well as use that creativity in any role I am in within the team

REFERENCES

Available upon request.