JULIAN MERCER

OPERATIONS ANALYST

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PROFESSIONAL SUMMARY

Operations Analyst with 4+ years analysing logistics, inventory, and service data for retail and delivery networks. Turns raw operational data into clear recommendations on staffing, routing, and process fixes that managers can put into practice quickly.

PROFESSIONAL EXPERIENCE

Operations Analyst Feb 2025 - Present
Target, Minneapolis, MN

- Analyse inbound and outbound data for a 12-building distribution network, tracking cost per case, dwell time, and service level weekly.
- Built Power BI dashboards for site managers that replaced manual spreadsheets and saved the planning team about ten hours a week.
- Identified late-truck patterns at four sites and recommended appointment changes that cut average dock wait time by 22%.
- Present findings to operations directors each month, converting analysis into a ranked list of actions with owners and dates.
- Standardized weekly metric definitions for dwell time and cost per case with three site teams, ending disputes over differing reports.

Associate Operations Analyst Jan 2024 - Jan 2025

- Modelled labour needs from sales forecasts, helping managers reduce overtime 14% during the holiday peak.
- Led a cycle-count accuracy review across 6,000 locations, finding root causes behind a 1.8% variance and fixing putaway steps.
- Combined weekly dock and labour data from three systems into one shared planning file that site managers used in staffing meetings.

Logistics Analyst Jun 2022 - Dec 2023
FedEx, Memphis, TN

- Monitored package volume, missort rates, and delivery exceptions for a regional hub, reporting trends to station managers daily.
- Used SQL queries and Excel to compare route productivity across 90 delivery routes, highlighting 12 routes for resequencing.
- Supported a pilot of revised pickup windows with 150 business customers, measuring on-time pickup improvements of 6 points.
- Reconciled shipment data with billing records, correcting errors worth $85K and documenting the cause for process owners.
- Wrote standard operating procedures for exception handling, reducing escalations to the hub manager by roughly a fifth.

CORE SKILLS

Operations analysis | SQL | Power BI | Excel | Inventory analysis | Logistics metrics | Labour modelling | Root-cause analysis | Process improvement | Forecasting basics | Dashboard design | SOP writing | Stakeholder reporting | Data validation

EDUCATION

B.S. in Industrial and Systems Engineering, Georgia Institute of Technology, Atlanta, GA

CERTIFICATIONS

Lean Six Sigma Green Belt | Microsoft Power BI Data Analyst Associate