JULIAN MERCER

PROCESS IMPROVEMENT SPECIALIST

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PROFESSIONAL SUMMARY

Process Improvement Specialist with 7+ years at UPS, growing from operations analyst to specialist. Maps processes, runs Lean Six Sigma projects, and works with hub teams to remove waste, cut errors, and keep gains in place after each project closes.

PROFESSIONAL EXPERIENCE

Process Improvement Specialist Feb 2024 - Present
UPS, Louisville, KY

- Lead four Lean Six Sigma projects a year at package hubs, each with defined baselines, targets, and control plans.
- Redesigned the sort floor layout and flow at one hub, raising packages per labour hour by 11%.
- Mapped the exception handling process end to end and removed three handoffs, cutting resolution time by two days.
- Train supervisors on standard work and visual management, with audits showing 90% adherence after three months.
- Present project results and validated savings estimates to the district manager each quarter, and agree on the next set of priorities with site leaders.

Continuous Improvement Analyst Mar 2022 - Jan 2024

- Collected time studies and process data across two hubs and used them to find the largest sources of delay.
- Ran a root cause analysis on misloads that led to a scanning step change and a 30% drop in misloaded packages.
- Built dashboards in Power BI that supervisors used to track daily performance against targets.
- Facilitated five kaizen events with frontline teams, with the improvements adopted at neighbouring sites.
- Reviewed completed projects six months later to confirm gains were holding and reopened two where performance had slipped back.
- Documented new work instructions with photos and checked adherence on weekly floor walks, retraining teams quickly where steps were skipped.

Operations Analyst Jul 2019 - Feb 2022

- Analysed volume and staffing data to recommend shift adjustments that reduced overtime hours by about 8%.
- Prepared weekly performance reports for hub managers covering service levels, safety, and cost.
- Tracked corrective actions from safety audits and followed up on each until it was closed.
- Supported a pilot of new handheld scanners by collecting feedback and error data from drivers.
- Wrote a short guide on reading sort data and trained hub supervisors to use it, so they could spot delays before the end of each shift.

CORE SKILLS

Lean Six Sigma | Process mapping | Root cause analysis | Value stream mapping | Kaizen facilitation | Standard work | Control plans | Time studies | Power BI | Minitab | Excel | SQL | Change management | Project management | Visio

EDUCATION

B.S. in Industrial Engineering, University of Louisville, Louisville, KY

CERTIFICATIONS

Lean Six Sigma Green Belt (ASQ) | Lean Six Sigma Black Belt candidate | Project Management Foundations