

Alvira Winegarner

Process Improvement Analyst

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☎ (870) 590-9848
📍 123 Silver Lane, Las Vegas, NV 89101

EDUCATION

Bachelor of Science in Industrial Engineering at University of Nevada, Las Vegas

Aug 2016 - May 2021
Relevant Coursework: Operations Research, Manufacturing Systems, Engineering Economics, Quality Control, Production Planning, Supply Chain Management, Facility Design, Lean Manufacturing, Ergonomics, and Simulation Modeling.

LINKS

[linkedin.com/in/alvirawinegarner](https://www.linkedin.com/in/alvirawinegarner)

SKILLS

- Lean Six Sigma
- Kaizen
- Value Stream Mapping
- DMAIC methodology
- Root Cause Analysis
- Statistical Process Control
- Business Process Modeling

LANGUAGES

- English
- Portuguese

HOBBIES

PROFILE

Process Improvement Analyst with 2 years of experience in analyzing and optimizing business processes to drive efficiency and productivity. Adept at utilizing data-driven insights, Lean Six Sigma methodologies, and cross-functional collaboration to identify opportunities for improvement and implement effective solutions. Proficient in project management, workflow analysis, and change management, with a proven track record of delivering tangible results and sustainable performance enhancements.

EMPLOYMENT HISTORY

● Process Improvement Analyst at Zappos.com, Inc., NV

Feb 2023 - Present

- Implemented a new inventory management system, resulting in a 25% reduction in stock discrepancies and saving the company \$1.2 million annually.
- Streamlined the order fulfillment process, which increased on-time delivery rates by 15% and contributed to a 10% increase in overall customer satisfaction ratings.
- Led a cross-functional team in identifying and resolving process inefficiencies, resulting in a 20% reduction in average order processing time and an annual cost savings of \$800,000 for Zappos.com, Inc., NV.

● Associate Process Improvement Analyst at MGM Resorts International, NV

Aug 2021 - Dec 2022

- Successfully reduced process cycle times by 25% across five departments, resulting in increased operational efficiency and cost savings of \$500,000 annually.
- Identified and implemented automation opportunities in three key areas, leading to a 30% reduction in manual labor hours and a cost savings of \$300,000 per year.
- Spearheaded a cross-functional team that streamlined MGM Resorts' customer feedback system, leading to a 40% increase in customer satisfaction scores and a 20% improvement in service recovery times.
- Developed and delivered comprehensive process improvement training to over 200 employees, resulting in a company-wide increase in Lean Six Sigma adoption and a 15% overall improvement in key performance metrics.

CERTIFICATES

Lean Six Sigma Black Belt Certification

Mar 2022

Certified Business Process Analyst (CBPA)

Mar 2020

MEMBERSHIPS

1. American Society for Quality (ASQ)