

Shannon Burgard

Operations Specialist at US Postal Service

Experience

Operations Specialist at United States Postal Service

2013 - Present (2 years)

Highly motivated and knowledgeable manager and analyst with experience in conducting organizational evaluations; modeling resource balancing scenarios; developing and presenting analyses of complex national operations and logistics systems; designing data collection systems and performance measurement processes ; and overseeing the implementation of performance analysis programs.

Operations Performance Analyst at United States Postal Service

March 2008 - February 2013 (5 years)

Analyzed performance indicators, designed new measurement processes, and assessed the service, quality and productivity impacts of proposed systems, procedures and products. Utilized Teradata SQL Assistant to query ODBC databases; exported data to develop executive performance reports. Evaluated operations budget submissions and coordinated the preparation of national resource allocation analyses for programs and projects. Analyzed cost, resource, and opportunity issues associated with new operations. Developed a weekly analysis for senior executive service meetings using analytics to identify opportunities, issues and trends in both service and performance at the 21 package processing facilities.

Manager, In-Plant Support at United States Postal Service

February 1997 - March 2008 (11 years 2 months)

Operations Support Specialist at United States Postal Service

February 1993 - February 1997 (4 years 1 month)

Education

University of Missouri-Columbia

Master's Degree, Industrial Engineering, 1988 - 1991

Southeast Missouri State University

Bachelor's Degree, Psychology, 1982 - 1985

Grade: Summa Cum Laude

Skills & Expertise

Microsoft Office

Customer Service

Microsoft Excel

Microsoft Word

Public Speaking
PowerPoint
Outlook
Strategic Planning
Government
Policy
Leadership

Certifications
Green Belt Certification

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