



KORDELL WILLIAMS

LOSS PREVENTION | BUSINESS OPERATION

A detail-oriented professional with a passion for business analysis, strategic planning, law enforcement, and relationship building. Highly skilled in analyzing complex business challenges and developing innovative solutions to enhance operational efficiency and drive organizational growth. Possess a strong understanding of investigative techniques, crisis response, and emergency management. Experienced in meeting deadlines and working with a high level of awareness and adaptability in fast-paced environments.

CONTACT

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EDUCATION

- Southern New Hampshire University, Manchester, NH | Aug 2021 - Apr 2023**
Bachelor of Business Administration, GPA: 3.7
- Southern New Hampshire University, Manchester, NH | Feb 2024 – March 2025**
MBA in Accounting, GPA: TBD

CERTIFICATIONS

- NASBA Data Analytics Foundation**
- Six Sigma White & Green Belt**
- NASBA Risk Management Strategy**
- NASBA Supply Chain Foundation**
- HRCI Recruiting Foundation**
- PMI Operation Management**
- DOD Secret Security Clearance**

VOLUNTEER EXPERIENCE

- Campus Recruiter | American Red Cross | Jan 2021 - Aug 2022**

WORK EXPERIENCE

Market Delivery Supervisor

Lowe's Home Improvement | Dec 2023 -- Present

- Manages a market-based customer service, team lead and inventory specialist teams responsible to support delivery operations. Interviews, hires, coach, lead, assign tasks and train all associates on Home Delivery processes and systems. Develop Associate schedules and build a positive team environment.
- Responsibilities include performance management, analyzing inbound call metrics to recommend process improvements. Solving Customer Escalations. Leading resolution of same day and in home delivery issues.
- Inventory Flow related to Vendor Returns, 3PL claims and Inventory Processing. Warehouse associate support and engagement, inventory management, supporting the unload and product movement in the warehouse, and managing our warehouse engagements with Associates, 3PLs, stores and Vendors.
- Solves problems, audits the business and identifies trends. Utilizes analytical skills to identify improvement opportunities and recommend solutions. Collaborates with third party delivery provider to provide world class delivery experiences for the customers. Utilizes and reviews Warehouse Management System (WMS) for inventory reconciliation and audits on a daily basis. Demonstrates effective problem solving, change leadership, team orientation, empowerment, multitasking, effective oral and written communication

Senior Analyst FP&A

Walmart, Bentonville, AR | May 2019 – Present

- Senior Analyst FP&A (Financial Planning and Analysis) job is a critical position within the finance department of an organization. And is responsible for budgeting, forecasting, and financial modeling, which requires a strong understanding of finance and accounting principles. The analyst will work closely with various departments and multiple programs within the organization to gather data and provide insights into financial performance. The senior analyst will prepare financial reports, analyze data, and identify trends that will help the organization make better financial decisions.
- In addition, they will work with stakeholders to develop business plans, identify opportunities for cost savings and revenue growth, and provide recommendations to improve profitability. They will also be responsible for monitoring actual financial performance against budget and forecasts and providing explanations for variances by doing research(saves \$150k+ a month). Took on multiple store and leadership roles throughout my tenure with Walmart refer to LinkedIn for specifics.

SKILLS

- Creative problem solver
- Team leadership
- Customer service-oriented
- Relationship building
- Financial management
- Business operations
- Strategic planning
- Business analysis
- Market research & analysis
- Budget management
- Business plan development
- Strategic planning
- Investigative techniques
- Law enforcement
- Security operations
- Conflict resolution
- Data analysis
- Organizational skills
- Programming Skills
- Recruiting/Retention Skills
- Warehouse Management

REFERENCES

- Available upon request

Product Manager Intern

Sam’s Club, Bentonville, AR | Feb 2023 – July 2023

- Conducted on-site visits to various clubs, collaborating with associates to comprehensively understand and analyze their manual ordering procedures.
- Developed an innovative automated ordering system, leveraging insights gained from identifying pain points in the existing processes.
- Employed JIRA, Confluence, and Microsoft platforms to develop a compelling and data-driven presentation aimed at showcasing the solution to senior leadership.
- Conducted market research and competitor analysis to identify trends, opportunities, and potential gaps in the market. Identified opportunities for streamlining internal processes related to product development.

Military Police Officer

US Army Reserve, Little Rock, AR | Apr 2023 – September 2023

- Demonstrate commitment to safeguarding the well-being and security of military personnel stationed on the army base and visitors from the civilian community.
- Conduct vigilant patrols to enforce adherence to regulatory protocols, guaranteeing compliance with established laws while simultaneously preserving controlled access to sensitive premises.
- Secure restricted areas and enforce limited access for civilians and military members in order to provide force protection and property security.
- Investigate security issues involving domestic violence, assault, and theft occurring on base among active military members.
- Support the judge advocate general with investigations for trials involving military members facing courts martial and other disciplinary actions.