

# JESSICA ARÉVALO MERCADO

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## SUMMARY OF QUALIFICATIONS

Analytical and strategic leader with vast experience in **Supply Chain Management**. Influential change leader recognized for implementing new models, methodologies and initiatives. Wide expertise in operations, service, mail, fixed assets, distribution and manufacturing management, including experience in the fields of logistics, transportation, inventory control, warehousing, production control, materials planning, purchasing and procurement management. Experience in healthcare, electrical, consumer goods and pharmaceuticals industries, and within customer service, sales and marketing environments.

## PROFESSIONAL EXPERIENCE

TRIPLE-S SALUD, INC. (BlueCross BlueShield of Puerto Rico), San Juan, PR

### **Quality & Service Coordinator**

2014-present

Manage KPI's and metrics of three call centers. Track metrics of special groups with a business agreement of performance guarantee. Analyze the top metrics of the call centers, such as: service level, agent schedule adherence, active and waiting call, call abandonment, average handle time (AHT), and average speed of answer (ASA). **Accomplishments include:**

- **Process Improvement:** Re-designed the performance of reporting area, metrics and KPI's.

### **Corporate Services Supervisor**

2013-2014

Direct and manage mailroom activities of team members engaged in inbound and outbound mail. Supervise mailroom activities, including the sorting, and delivery of incoming mail, as well as the preparation and sending of outgoing mail. Lead projects with great impact in the operations and the annual budget performance. **Accomplishments include:**

- **Production Control:** Implemented a new information management system (Business Management) that links two mailing and shipping systems in the mailroom on over \$2.7 million in postage and over 6.7 million of pieces a year.
- **Transportation Management:** Improved delivery performance in outbound transportation, reduced by 54% on over \$34 thousands over a two-year period.
- **Capacity Management:** Increased by 256% the operational capacity and productivity in mailroom, within the replacement of a new postage machine (Connect\*3000).
- **Resources Optimization:** Implement a 6<sup>th</sup> month's cross-training program and reduce by 50% the resources of inbound mailing (sorting area) allowing accuracy in the process and over \$22 thousands over a year period.
- **Process Improvement:** Implemented a new inserter machine (DI-380), reduced by 94% the waiting time to prepare a letter to delivery by mail over a \$16,500 in a year period.

### **Fixed Assets Coordinator**

2009-2013

Responsible for the coordination of all activities related to assets (cycle count, receipts, storage, movements, scrapping and purchasing process of services). Managed assets through transfers, movements, and cycle count process. Provide internal support to repair and process warranty of equipment's. **Accomplishments include:**

- **Process Improvement:** Established KPI's in the department; include the principal areas on new assets, assets transfers, and assets write off.
- **Inventory Management:**
  - Implemented first time cycle count program according to the health insurance industry for \$5.2 million of inventory and over 15,800 total items.
  - Increased the inventory accuracy from 48% to 92% in two years.
  - Reduced by 52% of non-located items allowing accuracy inventory of the fixed assets in two years.

EATON ELECTRICAL CORP., Las Piedras, PR

2007-2009

### **Stockroom Supervisor**

Supervised and coordinated stockroom activities (receipts, storage, movements and shipments). Supervised a team of twenty-two associates between two shifts. In charge of material allocation and material flow supporting manufacturing operation.

**Accomplishments include:**

- **Cost Reduction:**
  - Reduced by 16% the overtime and meal time expenses in an operational area group of twenty-two associates in one year.
  - Reduced by 36% the demurrage and late gate charges in one year.
- **Inventory Management:** Implemented a daily cycle count program using the WMS (warehouse management system)
- **Warehouse Management:** Performed a re-layout warehouse of 6,600 ft<sup>2</sup> with space maximization and operational process improvements.

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AVON PRODUCTS, INC., Caguas, PR

2003-2007

## Materials Management Supervisor

Responsible for the supervision of multiple warehouses activities of finished goods inventory and industrial equipment's. Maintained a strong interface with Supply Chain North America Division to implement procedures through standardization between branches. Lead principal projects with relevant impacts in the operations and the annual budget performance. **Accomplishments include:**

- **Inventory Management:** Implemented a new inventory tracking system for a wall to wall physical inventory that reduced the inventory time of 50% (from 6 days to 3 days) on over \$18.6 million of finished goods inventory.
- **Safety Management:** Obtained 460 continuous days free of accidents in the warehouse area (operational area), taking safety action related of safety program and orienting employees of the corrective action and cost effect control.
- **Cost Reduction:** Warehouse optimization special project, reduced by 74% the trailers rent account on over \$163 thousands over a three-year period.
- **Warehouse Management:**
  - Implemented new strategic to control the physical finished goods inventory for inventory accuracy.
  - Successfully implemented a new consolidation process within warehouse transformation special project.
  - Benchmarked a new automatic receiving process in the supply chain department.

PFIZER PHARMACEUTICALS, LLC., Barceloneta, PR

2002-2003

## Purchasing Coordinator

Developed purchasing and pricing strategies for MRO's materials and services for manufacturing/engineering, production pharmacy, quality operations, environmental safety, technical development and organic synthesis. Placed and expedited orders for materials (equipment's parts, service, reagents) and delivery arrangement consistent with pharmaceuticals production requirements.

### Accomplishments include:

- **Process Improvement:** Participated in the face off of DPurchase and go live with DataStream 7i with the purchasing module.
- **Cost Reduction:** Successfully implemented a strategy to expedite the invoicing of purchase order, achieving 2% discounts on total amounts.

SONY PUERTO RICO, INC., Guaynabo, PR

2001-2002

## Logistics & Spare Parts Coordinator

Developed the spare parts fill rate report, spare parts inventory report, parts supply status report and part KPI's of spare parts area. Evaluated how the inventory flows to improve the fill rate, backorders quantity and stock level and performance all related to CS-KPI's (Customer Service Key Performance Indexes). **Accomplishments include:**

- Participated in SAP MM Business Blue Print phase of SAP implementation project.
- Improved process of logistics, re-order point, and inventory control in spare parts area as part of SAP implementation project.
- Improved the service and stock levels of Caribbean and Puerto Rico division.

## EDUCATION

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UNIVERSITY OF PHOENIX – Puerto Rico Campus, **MBA in Global Management**, 10/ 2004

UNIVERSITY OF PUERTO RICO – Bayamón, PR, **BSBA in Materials Management**, 06/2001

## TRAININGS

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- TRIPLE-S MANAGEMENT CORP. – Guaynabo, PR – **Leadership Academy**, 06/2014
- PEOPLE'S ADVANTAGE – Guaynabo, PR – **Project Management**, 05/2014
- APICS PUERTO RICO CHAPTER – Toa Baja, PR – **Customer Focused Supply Chain Management**, 04/2012
- APICS PUERTO RICO CHAPTER – Bayamón, PR – **Certification Course for CSCP, Certified in Supply Chain Management**, 10/2009

## PROFESSIONAL AFFILIATIONS

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- Past Member of the Board of Directors of APICS Puerto Rico Chapter, 1999 to 2014
- Materials Management Students Chapter President, University of Puerto Rico – Bayamón Campus, 1999 to 2000

## TECHNICAL SKILLS

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- Windows 2013, Microsoft Office 2013: Outlook, Excel, Word, Power Point, Visio, Publisher
- KRONOS, AVAYA, SASSS, SPEEDPAY, LiveChat, Business Management, and Smart Stream
- IBM AS/400, DataStream, DPurchase and hands on SAP and Fourth Shift