

Shelby Shannon

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KEY PROFESSIONAL QUALITIES

- » ORGANIZATION: Capable of handling details, meeting deadlines, and minimizing accuracy errors in all areas of responsibility
- » COMMUNICATION: Formally recognized through Performance Development reviews at Honeywell Aerospace to “Exceed” expectations regarding communication, both to external customers and internal leadership
- » LEADERSHIP: Resolves issues, takes action while setting an example for others, and a Certified Trainer in multiple roles for Honeywell Aerospace

HISTORY OF EXPERIENCE

Materials Management Analyst II October 2022 - Present

Quantinum, LLC

- » Develop and record standard work and work instructions for daily functions of materials management team, including receiving of goods and services, creating purchase requisitions, and shipping processes
- » Create purchase requisitions for buyer action in SAP, contributing to improvement of purchase requisition turnaround time of 3.3 business days
- » Manage and create new vendor account requests and vendor changes in SAP
- » Monitor incoming invoices (digital and hard copy), confirm approval from appropriate team POC for payout, and complete receipt in SAP. Communication to AP to confirm receipt.
- » Contribute to team development and completion of cycle counting process and new warehouse set up
- » Coordinate receipts and pickups of dewars containing hydrogen (cryogenic safety training completed)
- » Complete daily incoming receipts in SAP for goods, tracking and managing capitalized assets, and delivery of new material to labs as needed (laser safety training completed)

Sr Prof Customer Experience June 2021 - September 2022

Honeywell Aerospace

- » See below entry

New Member Acquisition Specialist October 2020 - February 2021

USAA

- » First point of contact for potential new members of USAA in a call center setting
- » Responsible for all aspects of the member experience, including verifying caller identity, quoting insurance rates as well as underwriting risk (Auto and Renters), and issuing insurance policies
- » Maintain USAA’s standard rate of sales in regards to insurance products
- » Uphold legal parameters for quoting, underwriting, and issuing insurance policies in order to keep Insurance License in good standing, as well as USAA’s quality standards

Sr Prof Customer Experience August 2018 - June 2020

Honeywell Aerospace

- » Interact directly with external customers, including operators, pilots, and service centers, via phone and email, providing updates and solutions regarding customers AOG (Aircraft on Ground) orders, while maintaining a personal 99%+ Customer Satisfaction score
- » Work within strict timelines to support AOG, maintaining constant communication with customers, providing hourly and daily updates, and resolving AOG situations within pre-set time periods (4 Hr and 24 Hr)
- » Collaboration with cross-functional repair teams based in US and international sites to resolve customer issues
- » Maintained high level of accuracy when placing critical orders, minimizing customer disputes and claims
- » Active problem solver - researched various issues, corrected administrative inaccuracies, ensuring positive customer experience

Material Handler III February 2017 - August 2018

Honeywell Aerospace

- » Performed initial visual inspections on aircraft components, consulting with Analytical and Customer Administration, to complete disposition of hardware from suppliers

- » Trained in compliance of Federal Trade Zone requirements for international shipments
- » Familiarity with incoming product, including site repair capabilities, certifications available, and level of repair available, as well as how to find that information
- » Go-to employee - extensive knowledge of common issues and breaking points within ERP system; ensured issue fixed correctly, reducing down time
- » Developed Outside Processing Work Instructions earning Six Sigma Green Belt Certification

Inventory Control Analyst August 2015 - February 2017

Kuehne + Nagel - Honeywell Aerospace Contract

- » Conducted daily cycle count of aerospace inventory, reconciled discrepancies, exceeding standard of 99.2%
- » Performed high dollar inventory allocation supporting Honeywell repair shops, ensuring customer satisfaction
- » Assisted Engineering and Quality team during investigation, ensured bins pulled and ready for inspection
- » Delegated workflow to optimize output, improved turn time and customer satisfaction

Receiving Specialist, Outside Processing May 2014 - August 2015

Kuehne + Nagel (f. DTZ Inc.) - Honeywell Aerospace Contract

- » Verified accuracy of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, and manifests
- » Responsible to ensure all customer units were properly routed into appropriate repair shops
- » Performed daily audit of customer hold shelves, investigating possible issues and ensured released units placed into the repair cycle
- » Prioritized and expedited units ensuring clear communication with management to meet customer needs
- » Participated in and prepared for Annual Inventory aiding in a 19.5% improvement in inventory accuracy

APPLICABLE SKILLS

- » Six Sigma Green Belt Certified
- » Command of SAP, Salesforce, and several online tools used in the Aerospace business (JetNet, Cirium, AMSTAT), knowledge of transactions and movements within those tools
- » Microsoft Office proficiency, including Excel, Word, Powerpoint, Outlook, and Teams
- » Typing 85 WPM at 95% accuracy; Ten-keys data entry 12,500 KPH at 95% accuracy

EDUCATION & LICENSES

Insurance License

2020

- » Licensed to insure in all 50 states

AA, General

2010 - 2012, *Estrella Mountain Community*

- » Credit hours completed: 27

Verrado High School

2006 - 2010

- » Graduated with Honors