

JAMES A. MENDEZ

1221 Bingham Road
Oakville, ON, L6M 3S9
Tel: (905) 469-6087 Cell: (289) 259-8836
Email: jmzcons@gmail.com

PROFESSIONAL EXPERIENCE

BAUER HOCKEY INC

July 2008 to Feb 2009

MS Access Developer

Build and develop database applications to provide users with a Sales and Operating Planning Database.

Supply Chain Analyst

- Design and build a Sales and Operations Planning Database System for use by various Sales Managers and Directors. The purpose is to evaluate and discuss strategies on current sales against what was originally forecasted and how they fared against sales a year ago. These reports required complicated matrix calculations, queries and tables designs. The database must be design in a manner that is user friendly. Its processes and functions, transparent to the user. Designed with menus linking from one menu, query and or forms to another. Users can navigate through the menus to select or explore a query or report for view or print. Users can select the query or report by fiscal period, category and units sold. With this tool, the users are able to communicate with teams to analyze and make better decisions on the forecast and demand planning issues that they are faced with on a daily basis. Members of the team meet on a monthly basis using these reports as their base for discussion.

Trainer

- Trained user using hands on approach as shown in the manual and taught user to build menus and reports.

HOME DEPOT

Apr 2008 to Jun 2008

Seasonal Sales Associate

Provide fast and friendly service by actively seeking out customers to assess their needs and provide assistance in the indoor and outdoor seasonal department. Be able to ask open ended questions about customers' projects in order to determine their needs and level of expertise. Be able to restock shelves when depleted.

Winner of the Mystery Shopper Award

HICKORY FARMS

Nov 2007 to Dec 2007

Kiosk Sales Manager

Managed a Kiosk, provide customer service and sale of gift baskets of sausages, cheeses and other complementary gift ideas during the Christmas festive season. Be able to restock shelves when depleted, do inventory counts on a biweekly schedules, balance cash at the beginning and end of day. Hire, Train and mentor 2 sales persons.

Winner of the Mystery Shopper Award

NESTLE CANADA INC

April 2003 to July 2007

Business Analyst

- Developed and supported tools related to KPI and Business Metrics.
- Provided ad hoc analysis and business review for Customer Service, Warehousing, Transportation and Financial Settlement Operations.
- Support Corporate on NESTEC reporting and Analysis.
- Lead and support intranet development website for Logistics
- Lead and support project FITNES for Logistics Service
- Initiate process improvement to increase efficiencies and reduce cost while maintaining high levels of customer satisfaction across the supply chain.

- Provide data gathering support to GLOBE initiatives relative to Logistics.
- Project Managed data extracts from various systems, analyze for integrity, implement KPI for functionality and upload reports to Auditors for review.
- Project Managed top selling product data over 3 year periods, determining ABC analysis for benchmarking product retail strength.
- Project Managed on the top 10 Customers profiles for their order buying patterns during off peak and peak seasons for better understanding of the product market % share.
- Project managed on product sitting at the back of the warehouse and forgotten. Tracked and managed inventory by production date to warn shippers of bad goods ahead of time. Keeps management informed on what' next situation and the timeliness to get rid of stale products without incurring expensive disposal cost issues.
- Assist Financial Analyst on month end budgets including determining variable, standard and fixed cost on various top ten products.
- Project managed to support Shipping and warehouse management team by providing 7 day visibility Order management and order patterns to keep shipping crew on "what's in the pipeline" and knowing how to plan their day to day operations up to 7 days ahead.

Data Analyst

- Support Corporate on NESTEC reporting and Analysis.
- Lead and support intranet development website for Logistics
- Lead and support project FITNES for Logistics Service
- Initiate process improvement to increase efficiencies and reduce cost while maintaining high levels of customer satisfaction across the supply chain.
- Provide data gathering support to GLOBE initiatives relative to Logistics.

IT Analyst

- I have worked in an Information Technology (IT) environment for many years from being a Customer Support Representative, as a Sales Associate, coaching and teaching in a classroom environment, providing assistance to a Call Center, and providing technical support assistance to clients when their system malfunctions, providing support assistance to IT Manager and acting as a liaison between users and the IT world for their needs.
- As a Server Administrator, my role was to provide users with enough space for their daily data storage and backup. As a Server Administrator, my role also includes the daily operations and maintenance and backup. As a Technical Analyst, I have played the roles of several positions including Help Desk Support, Technical support at both first and second level tier. I have done some analysis including some bench testing of motherboards, and correctively execute problem solving issues including hardware maintenance and design of PC systems.

Environment: SAP GLOBE, COGNOS CBR 7.0, BEX Analyzer, CRYSTAL REPORTS 8, ROC Data Warehouse System, SAP Web Reporter

KRAFT CANADA (NABISCO LTD

April 1991 to Feb 2003

Logistics Analyst

- Designed and maintained programs in Microsoft Access and Excel to measure performance of Forecast, Sales, Deployment and Inventory Control for Snack, Grocery and Food Service Divisions
- Designed and maintained LOTUS and Microsoft database programs for Supply Chain Applications to achieved case fill service rates (CFR) for Canadian Businesses > 98%.
- Developed Supply Chain Key Performance Indicator measurement reports for 11 plants with sales over \$50 billion. Created and trained end users on Capacity Utilization report to utilize bakery ovens and staff to 98%. Provided support to Capacity planned reviews 2002/2003.
- Created monthly, weekly and daily reports tracking inventory on hand, aged inventory, stock surplus reports, Daily Unit Fill Reports for Bakeries and for Sales Branches across North America,
- Used proper file design structure and access methods in programs that exchange data with other hardware and software platforms and achieved system downtime results to 85%.
- Provided assistance, testing and in migrating data into MANUGISTICS and SAP applications. Involved in MRP and DRP platforms and system/software implementations. Accomplished a leadership role in Project Management.

- Member of Sales and Operation Team responsible for Supply Chain gathering data to produce National Summary report for daily and weekly review by Executive Board of Directors.
- Represented Logistics requirements on all mainframe application developments.

IT Support Analyst

- Liaised with Information Services for system needs. Recommended software, hardware and network support.
- Assisted users in migration of Windows 95 to Windows NT. Setup and performed user statistics on downtime by user systems and follow up with Information Service Department for further action.
- Restructured all programs and directories for entire planning system to ready it for LAN conversion.

Project Management

- Project managed to support Sales Reps with support on Variance based on previous year sales, patterns and how can we best improve on future sales.
- Project managed on migrating 350 segmented program macros in one large continuous macro to enhance supply chain data movement from its beginning with order management process to the deployment stages and out to the customer. Process involves handing of data through complex matrix calculations that meet standard KPI procedures to provide Business Intelligence for supply chain management.

Environment: AS400, DB2, PRISM, MANUGISTICS 5.4, SAP, IBM VISUALIZER, SALES ANALYZER, MS PROJECT MANAGEMENT, SOP Data Warehouse

METROPOLITAN INSURANCE CO., TORONTO**Nov1989 to March 1991****Systems Analyst**

- Acts as Liaison officer between users and Real Time (GEAC). Monitored, identified, and coordinated resolution of system problems.
- Ensured system failures are kept to minimum at all times.
- Evaluated, selected and installed new hardware and software products. Trained users in new software.
- Setup and chaired PC Users meetings for finding solutions to user's system problems.
- Installed and setup LAN network for 5 users.

Database Analyst

- Set up and used PC FOCUS relational database program in DBASE IV and FOXPRO.
- Helped Corporate Service Department set up Inventory Master List with depreciation formulas using LOTUS 1-2-3.
- Supervised group of students in recreating database program written in FOXPRO.

Environment: GEAC Real time Systems, FOXPRO, DBASE III & IV, PC FOCUS, DATAFLEX

COMPUTERLAND**1985 to 1989****Database Programmer / Client Support**

- Wrote programs in DATAFLEX, DBASE III for corporate clients of COMPUTERLAND for accounting and database applications.
- Taught both onsite and in classroom on use of software packages and computers. Software applications included LOTUS, WORDPERFECT, Microsoft OFFICE, DOS.
- Installed printers, plotters with software packages at onsite locations.
- Participated in meetings for improvement, training of individuals lacking developmental skills.

EDUCATION AND TRAINING

Supply Chain Management, Canadian Professional Institute for Management 2002
 Certificate, Creative Problem Solving, Simplex, 1997

CDI CORPORATION, 2000

Certificate, Microsoft Project Management Certificate, Business Analyst I

GRANTON INSTITUTE OF TECHNOLOGY

1991 -1997

Diploma, Electronic Troubleshooting Diploma, Solid State Electronics
 Diploma, Machine Shop Blue Print Diploma, General Industrial Procedures
 Diploma, Accounting Basics Diploma, General Microcomputer Technology

DEVRY INSTITUTE OF TECHNOLOGY (4 year York University Equivalent)

1983 - 1985

Diploma, Computer Programming and Systems
 Diploma, Computer Information Systems

TRANS WORLD COLLEGE, Diploma, Professional Journalism
 (Professional and Technical Writing Skills)

1978 - 1980

TECHNICAL SKILLS

OS Systems: Windows 2000, XP, Vista, Windows Server 2000 & 2003, Red Hat Linux 9, Fedora Linux 10

Legacy Systems: AS400, DB2, PRISM, Dell Power Edge 2650 Servers

Supply Chain Applications: MANUGISTICS 5.4, SAP GLOBE, Business Web Reporter,

Application Tools: COGNOS CBR, BEX Analyzer, IBM VISUALIZER for the Business Analyst, SALES ANALYZER, MICROSOFT OFFICE Professional 2003 & 2007, Publisher, MS VISIO

Web Design Tools: ADOBE Acrobat 8 Professional, Photoshop CS3, Dreamweaver CS3, Fireworks, Flash, Captivate, FrontPage 2003

Databases: MS Access 2003 & 2007, MS SQL Server 2005

Languages: HTML

Report Writers: CRYSTAL REPORTS 8.5, SAP Web Reporter, COGNOS 7

Warehouse Tools: ROC Warehouse Management System

PROFESSIONAL AFFILIATIONS

Certified Engineering Technologist,
 Ontario Association of Certified Engineering Technicians and Technologists, Toronto, 1985

COMMUNITY AFFILIATIONS

- Deputy Grand Knight – Knights of Columbus Council in Oakville. (2000 – 2002)
- Made presentations at General Council Events.
- Chaired fundraising events including the setup of council functions.
- Director for Communication (2000-2008)
- Director of Youth Group Activities (2000-2008)
- Chief Counselor for the Columbian Squires Circle 2532, Oakville (2000-2008)

PERSONAL DEVELOPMENT

- Developed website for personal use at <http://www.jmzcons.com>
- Youth Director and webmaster for Knights of Columbus Council in Oakville at <http://www.kofc-council3881.on.ca> (2000 – 2008)
- Committee member and webmaster for Singapore Malaysia Association at <http://www.smaontario.ca>
- Personal Woodworking, Fishing, Bowling, Soccer, Golf, Cooking, Gardening.