

Nickolas Poulin

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Summary

Results-oriented and analytical professional with 11+ years of experience in data analysis, project management, and process improvement across various industries, with a focus on leveraging technology to optimize supply chain operations. Proven expertise in Warehouse Management Systems (WMS) implementation, systems configuration, and data analysis using SQL. Strong communication and collaboration skills, with a track record of successfully leading cross-functional projects and delivering impactful solutions. Seeking to leverage my skills and experience as the Lead Analyst, Supply Chain Systems at GXO to drive efficiency and innovation.

Experience

Dolls Kill, San Bernardino, CA **Business Analyst & Project Manager** 07/2020 - 05/2024

- **Full Technology Stack Project Manager & Process Improvement Professional**
 - Championed technological advancements, leveraging full-stack expertise to develop forward-thinking product strategies and enhance overall business performance.
 - Gathered requirements for and began implementation of Netsuite, earning Celigo certification to take a hands-on approach to building the integrations with the WMS and other systems.
 - Orchestrated a successful import duty drawback initiative, resulting in substantial cost recovery exceeding \$4 million for the organization.
- **Third Party Logistics (3PL) Offshoring Project Manager**
 - Led transformative 3PL offshoring project, reimagining operations and developing innovative strategies to optimize processes and drive sustainable operational excellence.
 - Oversaw complex data and inventory migration, ensuring seamless transition from the in-house WMS to that of the 3PL, maintaining operational integrity throughout the process.
- **Warehousing Technology and Process Data Analyst**
 - Developed data-driven productivity tools using Google Apps Script, enabling process improvements that led to over 50% faster order picking in warehouse operations.
 - Performed Data and Business Intelligence Analytics using Looker for the creation of visualizations, running queries in SQL Runner, and for the creation of ad hoc interfaces.
 - Spearheaded digitization of warehouse processes across Inbound, Outbound, and ICQA departments, enhancing error reduction and traceability.
 - Provided user training and post-implementation support for the deployment of the JASCI Warehouse Management System (WMS).

N.P. Consulting, Concord, CA **Consultant** 10/2018 - 07/2020

- **Medical Administration Consultant & Architectural Project Manager**
 - Business analysis consulting services for medical software organizations & investment firms.
 - Project management and analysis services for surgery center and construction projects.

IEHP, Rancho Cucamonga, CA **Business Analyst** 10/2017 - 10/2018

- **IT Business Systems Analyst - Business Process Engineer I**
 - Wrote specifications for new development and system enhancements of software solutions.
 - Performed and coordinated quality assurance testing for multiple projects.

- Conducted feasibility studies for Project Management Office project intake, developed BRDs and user stories, and led Agile stand-ups, enhancing project prioritization and execution.
- Fostered and maintained ongoing internal client relationships between the software development department and various operational departments within the organization.

HSTpathways, Lafayette, CA

Business Analyst & Project Manager

06/2013 - 10/2017

- **Technical Business Specialist**

- Supported the information systems component for the clinical management system.
- Planned and performed complex, multi-client migrations of dozens of interfaces, and the simultaneous migration of databases from disparate systems into new consolidated systems.
- Refined file transfer interfaces through SQL script optimization, boosting system efficiency and enhancing data management processes.

- **Senior Product Analyst**

- Headed the development and preliminary implementations of a groundbreaking electronic health record system, introducing novel features to revolutionize a stagnant industry.
- Defined requirements, drafted wireframes, led Scrum sessions, performed QA testing, and led a team of user acceptance testers for a product that doubled potential revenue streams.
- Created detailed process models and designed a first-of-its-kind product structured around the ability to customize the interface workflow to perfectly match each client's processes.
- Constructed a documentation management system by creating MS Office templates and a defined process for non-technical resources to import and deploy through MadCap Software.

- **Implementation Project Manager and Trainer**

- Delivered training to power users and other facility staff on system use and provided system configuration site support for proprietary scheduling, inventory, and billing software.
- Managed a proprietary interface engine, installing new instances, troubleshooting complex errors, and ensuring seamless data integration with third-party systems.

Amkai, Waterbury, CT

Implementation Manager

01/2007 - 05/2013

- **Senior Implementation Project Manager – Client Services**

- Led implementation projects as the project manager, documented implementation plans, configured systems, trained users, and provided continuing post-implementation support.
- Analyzed client requirements, determined fit and customizations, and created detailed functional specifications for modifications, defect corrections, and enhancements.
- Configured Microsoft client, server, and SQL database systems and networks for web-based and on-site deployments of a software suite created using object oriented design.
- Utilized the Delphi dialect of the Object Pascal programming language, along with HTML, to engineer portions of the software suite's front-end interface.

Education

University of Hartford

West Hartford, CT

B.A. Economics

Minor: **Management Information Systems** - Barney School of Business - (AACSB Accredited)

Certifications

PMI Professional in Business Analysis (PMI-PBA)

Credential ID 2215377

Project Management Institute

Issued 06/2018 - Expires 06/2027

Lean Six Sigma Green Belt

Credential ID XtaAYDrWDA

The Council for Six Sigma Certification (CSSC)

Issued 08/2018