

CODY NELSON

SENIOR DATA & OPERATIONS ANALYST | DATA ANALYTICS | BUSINESS INTELLIGENCE | PROCESS IMPROVEMENT

Florence, KY | cdenenelsondec1985@gmail.com | linkedin.com/in/cody-nelson-745210298

PROFESSIONAL SUMMARY

Senior analytics professional with 13+ years of progressive experience solving complex business, operational, financial, and data problems. Advanced SQL practitioner with extensive experience in Power BI, Tableau, Excel, ETL, data quality, reporting automation, root cause analysis, and cross-functional solution delivery. Delivered \$4.3M+ in documented cost reductions, recoveries, and savings by turning complex data into clear findings and practical business action. Experienced partnering with Finance, Product, IT, Customer Service, Operations, consultants, USPS, and subject-matter experts while independently owning analytical solutions from investigation through implementation and reporting.

CORE SKILLS

- Advanced SQL, T-SQL, KPI Development, Trend Analysis, Root Cause Analysis, Segmentation, Financial Impact Analysis, Ad Hoc Analysis
- Power BI, Tableau, Excel, Dashboard Development, Data Visualization, Executive Reporting, Reporting Automation
- SQL Server, SSIS, SQL Server Agent, Azure Databricks, Azure Synapse, Data Lakes, ETL, Data Warehousing, Data Modeling
- Data Validation, Data Quality, Requirements Gathering, Process Improvement, Business Cases, Cost/Benefit Analysis, Documentation, Data Dictionaries
- Jira, Confluence, Agile, Stakeholder Communication, Cross-Functional Collaboration
- Microsoft Copilot, Databricks Genie Code, AI-Assisted Research, Data Synthesis, SQL Development and Optimization, Executive Summarization

SELECTED BUSINESS IMPACT

- \$4.3M+ documented cost reductions, recoveries, and savings
- \$3.3M in cost reductions from USPS mis-sort analytics initiative, achieving 133% of goal
- \$503K in postal savings from package over-labeling analysis
- \$375K+ in approved refunds from repeatable SQL-based fraud detection methodology
- \$200K in operational savings from internal house-account reporting and analysis

PROFESSIONAL EXPERIENCE

DHL eCommerce | Sr. Postage & Performance Analyst | Mar 2024 - Present

- Lead analytical investigation of complex production, financial, reconciliation, fraud, and data-quality issues; frame ambiguous problems, identify root causes, and translate findings into actionable recommendations for business and technical stakeholders.
- Independently identified label fraud and developed a repeatable SQL-based detection methodology, enabling USPS interception and contributing to \$375K+ in approved refunds recovered to date.
- Developed evidence-based causal classifications for USPS package disputes that increased settlement savings by 35%, distinguishing valid scenarios from issues requiring corrective action by Customer Service, IT, or other stakeholders.
- Built and maintain automated reconciliation logic for unmanifested packages; analyze unstructured application error logs using SQL, regular expressions, CASE logic, and other functions to extract identifiers and normalize complex text into structured reason codes.
- Partner across Finance, Product Management, IT, Customer Service, Operations, Loss Prevention, USPS, consultants, and SMEs to validate business logic, investigate discrepancies, improve data quality, and coordinate solutions.
- Use Microsoft Copilot and Databricks Genie Code for AI-assisted research, data synthesis, SQL development and optimization, trend comparison, and concise executive-level communication.

DHL eCommerce | Sr. Operations Data Analyst | Mar 2018 - Mar 2024

- Championed a USPS mis-sort analytics initiative delivering \$3.3M in cost reductions (133% of goal); built the end-to-end analytical solution spanning source-data integration, SQL logic, causal analysis, reporting, stakeholder validation, and executive updates.
- Worked cross-functionally with Quality, Master Data, Postal, Operations, Customer Service, and SMEs to define and validate KPI and causal logic against actual network behavior, giving users repeatable insight by customer, date, location, and reason.
- Identified package over-labeling through analytical investigation, quantified the financial opportunity, and supported corrective business action generating \$503K in postal savings.

- Built quality-control analytics for DHL's premium Expedited Max service, integrating multi-source data and developing metrics that identified completed service failures and packages at risk of missing SLA because of process, routing, or logistics issues.
- Selected for a special last-mile delivery pilot; transformed semi-structured Bringg/FarEye scanner, driver, delivery, exception, and order exports into governed historical datasets and Tableau reporting used to evaluate operational performance.
- Partnered with consultants on SQL Server-to-data-lake modernization, documenting requirements, report logic, lineage, data dictionaries, source-to-target mappings, data types, and transformations while validating outputs across DEV/TEST/PROD.
- Developed a formal SQL Server infrastructure-upgrade business case using SWOT and cost analysis; evaluated requirements, risks, investment considerations, and strategic benefits, presented the recommendation to management, and influenced approval.

DHL eCommerce | Operations Analyst | Oct 2015 - Mar 2018

- Generated \$200K in operational savings through development and analysis of internal house-account reporting; identified process and network inefficiencies and translated complex performance data into actionable recommendations.
- Developed database-driven SQL Server reporting and reusable analytical logic to improve operational visibility, measure trends, and reduce USPS postage adjustments.

DHL eCommerce | Quality Performance Specialist | Sep 2014 - Oct 2015

- Developed KPI and service-quality reporting aligned with product specifications, identified performance gaps, created corrective action plans, and presented analytical findings and recommendations to business teams.
- Created reporting and training materials that improved organizational understanding of KPI definitions, performance drivers, quality expectations, and corrective actions.

DHL eCommerce | Compliance Lead | Jun 2013 - Sep 2014

- Led daily operations for 10-16 employees, providing direction, coaching, issue resolution, and performance support while maintaining safety, quality, and operational compliance.

EDUCATION

Associate of Applied Business, Information Technology | Brown Mackie College | 2010

RECOGNITION

Employee of the Quarter | Multiple DHL achievement awards including Go-Getter and Master Bronze - First Choice | Dale Carnegie Certificate of Achievement - Human Relations