

# Kenneth Heidrick

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34888 Winding River Way  
Seattle, WA

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## Operations Management Professional

Business Intelligence Analyst ✦ Program Manager

Results-Oriented, Persistent, and Reliable **Operations Analyst** with 9+ years of cumulative working experience, maintains a consistent track record of surpassing standards and goals at various organizations. Possesses spirit, personality and persistence with hunger to succeed and achieve. Recognized for robust project excellence; candidate exhibits strong leadership and planning expertise, drive and willingness to enhance professional knowledge and growth.

### **A natural leader, who instills ambition into ever project, specializes in developing high performing processes and procedures, reducing costs, and increasing productivity.**

Possess exceptional planning, prioritizing and goal-setting skills to achieve optimal outcome to create, implement and document efficient methods of operations. Enjoys the challenge of generating new opportunities that generate optimum results for the business and is unwavering in the pursuit of excellence.

- ✦ Continuous Process Improvement
- ✦ Business Analysis & Vision Development
- ✦ Public Speaking & Presentations
- ✦ Data Analytics & Visualizations
- ✦ Change Management & Process Improvement
- ✦ Onboarding, Training & Mentorship

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## Notable Highlights

- ✓ Oversaw AVIS Local and National Level reporting and analytics; developed business intelligence to drive innovation and opportunities companywide; translated data into workable KPIs.
- ✓ Directed the work-from-home platform at AVIS; received approval for the business unit and improved unit performance of the SLA by 106% instantly, resulting in recruiting and retention and employee morale; established employee pay tier program for raises based on competency modules.
- ✓ Engineered decisions and oversaw the management for 300 solar hot water systems for low-income recipients in Hawaii; charged with designing the technical specifications and worked closely with 90+ contractors, vendors, and government programs.
- ✓ Presented at a bi-annual contractor meeting and CA Solar Energy Association meetings; acted as spokesperson for the program at various industry events and local government meetings.

## Career History

### **AVIS Corporation**

Feb 2016 - Present

Project Manager, Reporting & Metrics  
Seattle, WA

- ✦ Orchestrated the daily management and operations of company data needs for the Centralized Back Office; created and implemented Tableau visualizations to guide operations; provided recommendations for the SOX compliance accountability reports; created financial tracking to calculate savings.
- ✦ Published the intake form mobile app, that allowed users a field to submit and track request through the app; reduced used access from eight days to less than 5 days.
- ✦ Spearheaded employee growth strategies, training and retention incentives; grew strong working personnel team from 13-28 support specialists.

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**UTIL Intl.**

Mar 2013 – Dec 2015

Senior Solar Program Coordinator  
Los Angeles, CA

- ✦ Spearheaded guidance as an SME to Energy and the Public Utilities Commission; aided in the development of the renewable energy policies and sustainability programs; created programs and delivered solutions to 300 low-income households on the island, valued at \$2.5M.
- ✦ Exceeded performance targets on installations, rebates, and contractor participation; re-engineered and implemented the Tune-Up Program, exceeding goals by 130%.
- ✦ Produced robust reports featuring built-in quality control measures to achieve 3 consecutive 100% accurate audits; compiled and provided data for the Public Utilities Commissions mandated On-Bill Financing Program.

**KQ Electrics**

June 2009 – Nov 2013

Project Manager (Part Time)  
Canyon Lake, CA

- ✦ Engaged with personnel and staff as project manager for a \$550K operation; installed solar photovoltaic systems for private and commercial projects; proposed and lead the installation for a 400-panel project.
- ✦ Delivered projects on time and at a 35% savings over the competition; coordinated finance, design, and deliver solar systems to client specifications.

**Awards**

Recognized for Excellence in Reviews and a 150% merit/performance bonus in 2015  
 Recipient, Star Bravo Award, Spearheading low-income initiatives, 2014  
 Recipient, Star Bravo Award, Delivering Excel Training to Employees, 2010

**Education, Certification & Technical Skills**

**University of Delaware**, 2008  
 Master, Public Administration

**New York State University**, 2003  
 Bachelor of Arts, History

**Avis Corporate**, Oct 2012  
 Formal Training on Tableau

**A&M University**, Apr 2016  
 Data Visualization & Communication with Tableau, Certification

**A&M University**, Mar 2016  
 Business Metrics for Data Driven Companies, Certification

Leadership Works Management Workshop, 2013

Microsoft Office Suite ✦ Tableau ✦ Tableau Server ✦ Power BI ✦ SharePoint ✦ PowerApps ✦ Microsoft Flow ✦ Microsoft Teams ✦ Access ✦ Azure ✦ SQL ✦ Teradata Studio ✦ MS SQL Server ✦ Screen Cloud ✦ Salesforce ✦ WordPress ✦ SPSS ✦ ProjectProj ✦ SixSigma ✦ Lean Management ✦ Photoshop ✦ InDesign ✦ ArcGIS ✦ Happy Fox ✦ Oracle ✦ OneDrive ✦ Google Drive ✦ iCloud ✦ MacOS/PC ✦ Excel VBA ✦ StatTools

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