

# MICHAEL KEBR

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## BUSINESS SOLUTIONS ANALYST

**Take A Hands-On Approach to System Development, Inventory Management Practices & End-User Training**

Customer-focused leader, providing best-in-class service for both internal and external customers. Fast-learning team player with resourceful problem-solving skills and attention to detail. Experienced in meeting several targets and deadlines.

**Supply Chain | Inventory and System Analytics | Process Improvement  
Forecasting | Demand Planning | Data Analysis | System Development  
System Testing | Training**

## PROFESSIONAL EXPERIENCE

**SEARS HOLDINGS, CORPORATION**, Hoffman Estates, IL

**2000 – 2018**

**Junior / Senior Analyst**, Inventory Management Systems and Support 2006 – 2018

Provided support and training to 400+ users of replenishment and ordering systems. Identified ways to improve existing business processes through development of new tools and reporting. Maintained comprehensive understanding of critical inventory management systems and processes used to be able to communicate solutions and actions around systemic issues.

- Conducted training sessions / workshops to support roll-out of JDA software (enterprise-level forecasting and demand planning), ensuring smooth implementation.
- Performed data validation and User Acceptance Testing of JDA solution prior to implementation, identifying potential issues.
- Provided reporting and guidance to business to better achieve metric goals around inventory levels, in-stock, and inventory cost.
- Worked with IT partner to create a tool that allowed users to input and manage order points and replenishment strategies in a more informed and efficient manner.
- Maintained a 97% resolution of help tickets within 48-hour goal by creating common SQL queries and identifying common issues and working with IT partners to determine the root cause.
- Created user guide and training materials for new order management tool. Assisted in conducting training sessions for all inventory management associates.
- Led team that executed implementation of overview and training sessions for new application used by inventory management, maintaining replenishment and order strategies. Training was completed in 90 days for 250+ associates.

**SEARS HOLDINGS, CORPORATION** (Continued)**Business Solutions Analyst**

2000 – 2006

Supported Tools / Paint / Hardware business, \$2.5B sales, \$800M margin across 875 stores and 7 distribution centers. Supported inventory management team by creating reporting, ad-hoc queries, and tools used to maintain sales, in-stock, and inventory productivity.

- Created automated reporting, improving efficiency and accuracy of data for weekly reports used by inventory analysts.
- Identified business needs and worked with IT support team to develop tools (used by all 3 major departments) that captured sales and in-stock data, improved efficiencies and accuracy of in-stock and order point decisions.
- Created a best practices and knowledge sharing repository used by inventory analyst and support team, improving overall team efficiency.

**Merchandise Analyst**

1997 – 2000

Managed inventory for more than 875 stores and 3 distribution centers. Maintained replenishment and order management systems to ensure store records and orders were created. Oversaw order tracking for both regular and seasonal merchandise.

- Created spreadsheets to manage DC and store model stock targets and determine inventory levels needed to meet planned inventory targets.
- Worked with vendors to resolve any shipping issues and updated order management system, enabling a more accurate plan of receipt targets.
- Created a tracking spreadsheet for import contracts to better plan monthly receipts.

**EDUCATION**

Biology and Secondary Education, Lewis University, Romeoville, IL

**SOFTWARE SKILLS**

Microsoft Office: Proficient in Access, Excel, PowerPoint, Word  
SQL-Teradata, DB2, Oracle data extraction | JDA | INFOREM | RIM

**EXTRACURRICULAR ACTIVITIES**

**KNIGHTS OF COLUMBUS**, Crystal Lake, IL

**Deputy Grand Knight & Program Director**

Handle recruitment and retention of members. Program Director in charge of planning annual council activities and events. Youth Director overseeing planning, marketing and execution of annual council youth activities. Co-chairman of Christmas tree sales fundraiser that raised \$10K to support local charities. Volunteer at local food pantry.