

Lynn Ruch

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Data Analytics | Process Automation | Supply Chain | Data Visualization

Analytics and operations professional with 20+ years of experience across sales operations, supply chain, logistics, systems integration, and process improvement. Proven success using analytics, automation, business systems, and operational expertise to solve complex problems and improve processes. Recognized for identifying root causes, improving data quality, and delivering measurable operational efficiencies across diverse business environments. Currently pursuing a Master of Science in Data Science at the University of Pittsburgh with a 4.0 GPA.

Technical Skills

Data & Analytics: Data Analysis, Data Validation, Data Quality, Root Cause Analysis, KPI Reporting, Data Visualization

Programming & Databases: SQL (Microsoft SQL Server, PostgreSQL, MySQL), Python, Pandas, NumPy

Analytics & BI: Power BI, Power Query, Tableau, Microsoft Excel (Advanced), IBM Cognos

Process & Systems: Process Improvement, Process Automation, Requirements Analysis, Salesforce, Xactly Incent, Microsoft Access, AS/400

Data Integration: ANSI X12 EDI, XML

Professional Experience

Thermo Fisher Scientific

Nov 2018 – Present

Sales Operations Analyst III (Data Analytics & Process Automation)

- Built an end-to-end Power BI sales analytics solution using Power Query to clean, transform, merge, and enrich SharePoint-hosted data, creating a semantic model with interactive revenue, customer, product, and transaction reporting, drill-down analysis, role-based access, and mobile layouts.
- Designed and automated a Microsoft Access territory alignment application, reducing monthly processing time from approximately four hours to five minutes while improving consistency and data accuracy.
- Developed Python automation that reduced recurring manual compensation adjustments from approximately one hour to five minutes per month, eliminating repetitive processing and improving operational efficiency.
- Perform cross-system root cause analysis to resolve approximately 40 complex Salesforce compensation cases monthly, tracing data and process issues across Xactly Incent, IBM Cognos, Microsoft SQL Server, Salesforce, and enterprise order-management systems.
- Reconcile sales transactions, product master data, territory assignments, and revenue records across enterprise systems to identify upstream data-quality issues before they affect reporting, forecasting, and incentive compensation.
- Lead end-to-end Xactly Incent administration supporting approximately 220 U.S. and Canadian sales representatives, partnering with Sales Leadership on compensation plans, territory alignment, quotas, and incentive configurations.

Systems Analyst – Enterprise Integrations (EDI/eCommerce)

- Monitored and supported enterprise EDI production processing, independently diagnosing and resolving transaction failures involving ANSI X12 Purchase Orders (850) and Invoices (810) through cross-system root cause analysis.
- Identified data, mapping, and translation issues across ANSI X12, XML, COBOL copybooks, and enterprise applications, then corrected issues and successfully reprocessed failed transactions.
- Served as primary functional analyst for AS/400, Ariba, OpenText, Jaggaer, and GHX integrations following hypercare, supporting reliable electronic order and invoice processing; authored 80+ standardized procedures to improve troubleshooting and knowledge transfer.

Safety Sales Specialist

- Expanded a government-focused territory from approximately 2,000 to more than 5,000 customer accounts while achieving 124% of annual sales plan.

Supplier Performance Analyst – Buyer (Promoted from Purchasing Coordinator)

- Managed supplier performance, purchasing, inventory replenishment, and backlog operations supporting medical equipment and laboratory supply distribution.
- Reduced order backlog from months to days by identifying operational bottlenecks, improving purchasing workflows, and implementing proactive supplier-management strategies.
- Developed Microsoft SQL Server queries and KPI dashboards using IBM Cognos and Excel to analyze supplier performance, purchasing metrics, and operational trends and support data-driven operational decisions.

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Operations Consultant (Independent)

Aug 2017 – Nov 2018

- Delivered process improvement initiatives across distribution, manufacturing, and transportation operations, identifying workflow inefficiencies and implementing solutions to improve productivity and operational performance.
- Analyzed operational and production data using SAP, AS/400, and Microsoft Excel to identify performance trends, bottlenecks, and improvement opportunities.
- Redesigned operational workflows and workforce processes, contributing to an 18% reduction in workplace injuries and a 22% reduction in employee turnover.

UPS – Supply Chain Solutions

May 2015 – Aug 2017

Lead Distribution Supervisor II - Healthcare (Promotion) | Distribution Supervisor - Healthcare

- Directed healthcare distribution operations, leading 3 supervisors and 189 employees while managing a \$1.4 million operating budget and maintaining labor efficiency below organizational targets.
- Oversaw inventory control, quality assurance, customer fulfillment, and cGMP compliance while serving as the Manhattan Warehouse Management System (WMS) Subject Matter Expert and supporting enterprise EDI integrations.
- Partnered with Industrial Engineering to analyze and improve operational workflows, increasing productivity and reducing operating costs through continuous process improvement initiatives.

Federal Emergency Management Agency

Mar 2011 – Mar 2013

Logistics Cadre Manager – Region 3 (PA, VA, WV, MD, DE, DC)

- Managed logistics and operational support for an 18,000+ sq. ft. Joint Field Office supporting more than 225 personnel during disaster response operations.
- Coordinated procurement, vendor management, facilities, equipment, and logistical resources to support rapidly changing operational requirements.
- Served as the logistics representative for command staff, coordinating the successful startup and closure of disaster response facilities across Region III.

Commercial Fisherman

Jun 2000 – Aug 2005

Education

University of Pittsburgh, Pittsburgh PA

Master of Science, Data Science | GPA: 4.0 | Expected: Dec 2027

Jacksonville State University, Jacksonville, AL

Bachelor of Arts, Liberal Studies | GPA: 4.0 | Dec 2014

Technical Projects

Pet Emporium Data Platform (In Progress)

- Building a simulated retail data platform to develop hands-on data engineering skills, beginning with a PostgreSQL relational database and expanding into Python-based data ingestion and workflow orchestration.

Manufacturing Data Integration & Operational Analysis

- Integrated five manufacturing datasets using Python and Pandas to compare machine, supplier, batch, and product test outcomes.
- Applied standardized KMeans clustering and silhouette analysis to identify eight operating-condition profiles with observed failure rates ranging from 3.5% to 94.6%.

Western Pennsylvania Fish Fry Locator

- Cleaned and standardized public-source data for 216 Western Pennsylvania fish fry locations and built an interactive Tableau dashboard with geographic mapping, dynamic filtering, and cross-filtering between visualizations.

Spotify Music Popularity Analysis

- Analyzed 28,000+ Spotify tracks using exploratory analysis, KMeans clustering, PCA, and logistic regression to evaluate relationships between genre, audio characteristics, and song popularity.
- Built scikit-learn preprocessing and classification pipelines with stratified cross-validation and held-out model evaluation; adding categorical features improved mean ROC AUC from 0.603 to 0.659.