

MELISSA DAWN NICHOLS

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EDUCATION

Master of Business Administration

University of Illinois

Fall 2020

Bachelor of Science in Industrial Engineering

University of Tennessee

Spring 2009

CAREER PROFILE

- Impeccable human relations, network building, teamwork facilitation, project/program management and organizational abilities
- Effective influential leadership, coordinating, strategic planning, and problem solving abilities
- Superb verbal and written communication; collaborative and consultative skills
- Knowledge of traditional continuous improvement, design and innovation concepts and methodologies

TECHNICAL KNOWLEDGE

- Certified FedEx/ASQ Quality Driven Management Expert
- Certified Scaled Agilist

EXPERIENCE

Quality and Continuous Improvement Principal

December 2015-present

FedEx Corporation

Provide change and thought-leadership, develop practical framework models, and strategic planning direction to drive adoption of continuous improvement principles, methods, and tools throughout the enterprise. Design, execute and manage communications and marketing strategies, continuously improve and manage reward and recognition program, facilitate best practice sharing amongst dispersed business units with the goal of driving adoption of continuous improvement and innovation practices.

- Maintain productive working relationships with various business units, functional organizations, external vendors, etc. to execute strategies to connect the company culture to the company's continuous improvement methodology and deliver exceptional customer experiences
- Manage vendors and communications professionals to produce eLearning/training modules, videos, articles, and other media to educate, showcase success stories, and honor teams driving meaningful business results and encourage adoption of best practices from across the enterprise
- Lead enterprise-wide initiatives and make recommendations to maintain program success and relevancy to the company via input from external and internal sources, insights and stakeholders

Quality Specialist

June 2012-December 2015

FedEx Corporate Services

Provide consultative services on continuous improvement projects for internal clients to improve efficiency, reduce costs, and increase customer satisfaction with services and products. Develop and publish communication materials on process improvement techniques and tools to foster widespread adoption of Quality practices within company culture.

- Organize and facilitate training sessions to encourage adoption of Quality and continuous improvement practices and ensure a culture of success within the company
- Authored monthly quality tool newsletters to increase adoption of continuous improvement methodology

Operations Analyst

May 2009-February 2012

Kids Care Medical Center

- Reduce clinic cycle times by encouraging maximal physician productivity, utilizing visual and audible signals to alert staff when patients are ready for the next process, and completing designated physical orders before the patient is seen by the physician