



ELA MISHELLE LÓPEZ GARCÍA

M.Sc. Candidate in International Logistics | Supply Chain · Operations · Analytics

Location: Hamburg, Germany · **Phone:** +49 176 30409945 · **Email:** garciaela1968@gmail.com

LinkedIn: linkedin.com/in/emishelle · **Portfolio:** elamishelle.me

Available from September 2026 · Up to 20 hours/week during the semester

PROFESSIONAL PROFILE

M.Sc. candidate in International Logistics and Transportation with three years of experience across operations and customer workflows, plus hands-on experience in order fulfilment, supplier coordination and inventory monitoring. I use Excel, Power Query and Power BI to analyse logistics data and have practical SAP S/4HANA experience with procure-to-pay workflows. Selected projects and further details are available at elamishelle.me.

EDUCATION

M.Sc. International Logistics and Transportation Management

2025 – 2027 (expected)

University of Europe for Applied Sciences (UE) | Hamburg, Germany

Academic focus: maritime logistics, global supply chain management, transportation operations and data-informed decision-making.

B.Sc. Industrial and Operations Management

2018 – 2023

Central American Technological University (UNITEC) | Tegucigalpa, Honduras

Academic focus: industrial process optimisation, resource management, financial analysis and data-driven decision-making.

PROFESSIONAL EXPERIENCE

Contract Coordinator

Nov 2024 – Oct 2025

Alonso & Alonso Attorneys at Law | Houston, USA · Remote

- Processed approximately 45 contract cases per week — about 2,300 over one year — with an average one-hour processing time across international workflows.
- Reviewed agreements and supporting documents with a 90% first-pass completeness rate, resolving missing information before final handoff.
- Maintained audit-ready client profiles and contract records in CRM and document-management systems while coordinating clients and internal teams across international workflows.

Results Associate | Results CX

Apr 2023 – Oct 2024

Tegucigalpa, Honduras

- Managed approximately 70 customer cases per day across warranty, return and refund workflows, resolving 90% at first contact.
- Maintained an 85% quality score while consistently meeting SLA targets on case resolution.
- Documented decisions and follow-up actions in CRM and escalated complex cases to internal teams.

Operations Assistant

Jul 2022 – Dec 2022

El Sotanillo · Biscuit Manufacturing Company | Tegucigalpa, Honduras

- Coordinated fulfilment of approximately 100 orders per week and aligned delivery requirements with seven suppliers, maintaining 100% on-time delivery.
- Redesigned the labelling and packing workflow using a pick-to-light method, increasing throughput by 140% with zero recorded picking and packing errors.
- Reconciled physical stock against recorded inventory, investigated discrepancies and reported corrective actions.

SELECTED INDEPENDENT & ACADEMIC PROJECTS

Shipping Performance Analysis

2026

Excel • Power Query • Power BI

Consolidated 180,519 order-item records into 65,752 unique orders and built an interactive dashboard covering schedule reliability, late days, cancellations, service-mode performance and regional delay exposure.

Result: All 9,602 completed First Class orders arrived late — a 0.0% on-time rate, against 60.2% for Standard Class.

Inventory Demand Planning

2026

Excel • Power Query • Power BI

Cleaned 1,067,371 UCI Online Retail II transactions and analysed 250 high-value products using revenue-based ABC classification, return patterns and a three-month rolling forecast. Stock levels, lead times and reorder parameters were modelled where absent from the source data.

Result: A-class products made up 63.2% of the selected SKUs and generated 80.2% of observed revenue.

Warehouse Operations Analysis

2026

Excel • Power BI

Built a reproducible synthetic dataset of 10,080 events across 1,680 orders and six process stages, then calculated throughput, cycle time, zone utilisation, accuracy and exceptions to identify operational bottlenecks.

Result: Quality Check was the primary constraint, averaging 16.5 minutes against a 12-minute target — 37.3% above target.

SAP S/4HANA Procurement & Inventory Project

2026

SAP S/4HANA Cloud Public Edition

Completed an end-to-end procure-to-pay trial workflow in SAP Fiori for 500 PackagingBox units, covering purchase requisition, purchase order, goods receipt/inventory update and supplier invoice posting for a €1,250 transaction.

Process Manual | Litos Sweets Brigadeiros y Más

Jan 2022 – Apr 2022

Designed a standardised logistics process manual for manufacturing and home-delivery operations based on ISO 9001 quality principles.

Additional Academic Work | CYD Store and Lácteos Victoria

2021

Completed logistics improvement, management audit and order-management prototype projects focused on process mapping, operational control and accessible order capture.

SKILLS & COMPETENCIES

Core tools	Power BI • Excel • Power Query • DAX • SAP S/4HANA
Analytics	KPI analysis • Dashboard design & data visualisation • Data cleaning & transformation • ABC analysis • Demand forecasting • CSV preparation
Procurement	Procure-to-Pay • Purchase requisitions & orders • Goods receipt • Supplier invoicing
Logistics	Order management • Supplier coordination • Delivery scheduling • Inventory reconciliation & discrepancy investigation • On-time delivery & cycle-time KPIs
Compliance	Process improvement & ISO 9001 documentation • Contract review • Document validation • Audit-ready recordkeeping • Case escalation
Business systems	CRM • Document-management systems (DMS) • Cross-functional coordination with international stakeholders

LANGUAGES

Spanish Native • English C2 • German B1 • Portuguese B1

German B1 — actively improving through private lessons