

Lucas T. Frazier

OBJECTIVE

I utilize my management and leadership skills to develop and influence my employees, peers, and management team helping them be successful in their objectives. I use my analytical skills to locate and eliminate inefficiencies by continually challenging the current methods. I use my communication skills to develop and train others to do the same.

PROFESSIONAL SKILLS AND STRENGTHS

Leadership/Mgmt Abilities

Created 6-mo Mentorship program
Mentor management
Strong Planning/Directing skills
Intentionally develop others
Started two Toastmasters clubs

Visionary Abilities

Problem-solving skills
Critical thinking and analysis
Public speaking skills
Organizational skills

Technical Abilities

Working within proprietary mainframe applications, ,
PowerPivot, Power BI,
MS Office (Access, SQL,
VBA, Excel, Word,
PowerPoint, and SharePoint)

PROFESSIONAL EXPERIENCES

Title/Position: **Director, Louisville Keep Your Fork**

Location: Louisville, KY

Duration: February 2022 - Present

Responsibilities: Communicate and engage with government officials, business owners, neighbors
Analyze and report on development proposals
Develop creative solutions to identified community problems related to Floyds Fork
Understand and explain Land Development Code
Develop all website and social media content

Accomplishments:

- Created *Louisville Keep Your Fork, Inc* (501c3), along with website and FB page
- Influenced MSD to change design manuals for retention/detention basins along Floyds Fork
- Worked with MSD to correct retention basins at Twin Lakes to benefit Floyds Fork
- Worked to get a resolution passed unanimously through Louisville Metro Council
- Created a petition with 3,400 signatures at www.change.org/floydsfork
- Analyzed the entire 31 mile Floyds Fork Development Review Overlay
- Connected seven different environmental advocacy organizations

Title/Position: **UPS Air Region I.E., Data Analytics, and Co-op Manager**

Duration: August 2019 – December 2020

Responsibilities: IE support for SDF Airline, SDF Hub
Work with Airline stakeholders regarding data projects
Product Owner for Air Region Data Analytics Program
Track and Report Airline Service Failures
Create presentations for UPS President, Corporate Staff
Work with local universities to recruit/hire high-performing I.E. co-ops

Accomplishments:

- Designed/Developed process to view package service failures at an aircraft level
- Developed work/time management protocols for a heavy freight facility
- Designed Airline performance recaps with multiple unique chart views

Title/Position: **UPS Aircraft Maintenance IE Supervisor**
Location: UPS SDF Hangar, Louisville, KY
Duration: June 2016 – August 2019
Responsibilities: IE support for SDF Aircraft Mechanics throughout UPS network
Discover, resolve inefficiencies to allow mechanics more time to work
Develop, implement tools to assist with mechanics' aircraft certifications
Coordinate, collaborate with multiple groups to develop new tools re: growth plan
Present to Airline President, District Management

Accomplishments:

- Developed tool which gives mgmt. team visibility of all work in SDF, enabling aircraft workloads to be assigned up to 6 hours earlier than pre-tool development; approx \$900K savings/yr
- Researched, tracked flight activity; presentations of needs to District Manager
- Designed, developed a process which gives visibility to all UPS Airline mgmt /mechanics regarding aircraft compliance training/certifications
- Designed, developed a strategy to implement tablets to all SDF mechanics; created work methods/applications for tablets
- Developed a scheduled work-conflict module to assist planners with 747 work planning

Title/Position: **UPS Operations IE Supervisor**
Location: UPS Worldport, Louisville, KY
Duration: February 2016 – May 2016
Responsibilities: IE support for specific buildings within UPS Worldport
Develop operational, holiday plans
Work with management and line employees to resolve consistent problems

Accomplishments:

- Successfully automated, enhanced a program which tracks heavy inbound-volume to ensure operation is prepared for sudden shifts in volume
- Created a database to assist with IE tracking elements

Title/Position: **UPS Freight International Supervisor**
Location: Worldport, Louisville, KY
Duration: February 2012 – February 2016
Responsibilities: Supervise four different areas within Worldport Freight Facility
Interact with multiple government agencies (CBP, F&W, and Agricultural Agents), brokerage representatives, other UPS origin/destinations/gateways
Tasked with streamlining, automating as many administrative functions as possible
Tasked with developing, implementing a new UPS service offering through SDF

Accomplishments:

- Successfully automated multiple functions, reducing work from hours down to a few minutes
- Worked with several other departments to streamline their manual data input processes; work which took 4 people several hours per night—now performed by 1 person in a few minutes
- Developed a database which tracks customs statuses of specific service moving through SDF
- Built strong relationships with CBP agents as well as operational partners throughout SDF
- Created a database used throughout UPS SDF by different mgmt to assist in eliminating over 72% of all payroll adjustments (Freight bldg went from 29 adjustments in 2012 to 9 in 2013)
- Created processes which ensure good communication between departments working same freight
- Worked with welcome center to assist with customer site visits through the SDF on a weekly basis

Title/Position: **UPS Container Freight Station Supervisor**
 Location: UPS Freight Facility, Louisville, KY
 Duration: May 2008 – February 2012
 Responsibilities: Open, ensure success of new UPS entity (CFS), run as a small business
 Create, write work instructions for new 17-hour operation day
 Train, develop employees covering 3 different shifts within Freight Facility
 Create, present tailored well-organized presentations, demonstrating expertise of a concept, given to District Managers
 Maintain a meticulous 30-day, one-year, and five-year record keeping process
 Work with customer complaints / Customer service questions, requests
 Keep in constant communication with customers, government officials

Accomplishments:

- Successfully met cost goals for 25 consecutive months
- Created database to successfully track/trend customers, employees, volume
- Only 1 customer complaint in 44 months
- Successfully started new UPS entity which operated as an origin/destination for international, domestic freight shipments
- Created working business model which fluctuates/adapts to drastic increases/decreases in freight volume
- Built strong relationships with customers, brokers, freight forwarders, trucking companies

Title/Position: **UPS International Data Management Supervisor**
 Location: UPS, Louisville, KY
 Duration: May 2006 – May 2008
 Responsibilities: Supervise three International Data Flow Writers
 Supervise data being used for volume exporting and importing the US

Accomplishments:

- Created database for input of special routes, shippers, or postal-code changes
- Created database which compares nationally-published commit times between 3 different programs, ensuring customers' view on UPS.COM was accurate for all international shipments
- 100% accuracy on data changes for holidays
- Created new Data Management Evaluation process

ADDITIONAL UPS EXPERIENCES / CERTIFICATIONS / VOLUNTEER ACTIVITIES

Selected for the Cost Initiative Committee in the Air District
 Attended UPS's Supervisor Leadership School, Provo, UT
 Attended UPS's Delivering Success in South Holland, IL
 Volunteer for F.A.S.T. (Family Assistance and Support Team) 10 years
 Volunteered for Flight 6 repatriation ceremony
 Speaker at multiple Leadership Training seminars
 FCA Volunteer since 1995 (raising over \$30K through running)
 Charter Member of two Toastmasters clubs
 Past President and Vice President of Education in Toastmasters
 Previous Toastmasters Area 62 Director (District 11 Division F)
 Head Cross Country Coach, CAL Middle School, 2021
 FCA Character Coach, Eastern High School Cross Country 2022

EDUCATION

University of Louisville	Bachelor of Arts and Humanities; Major in Philosophy
Toastmasters	Advanced Communicator Bronze Certificate
Toastmasters	Advanced Leadership Bronze Certificate

REFERENCES

Mike Betson

Chief Operating Officer
Air Transport International
VP of UPS Airlines (retired)
[REDACTED]
(Reported to from 2019-2020)

Johnnie Edwards III

UPS Director (retired)
[REDACTED]
(Reported to from 2008-2016)

Mike Huttenlocher

UPS IE Manager (retired)
[REDACTED]
(Reported to from 2016-2019)

Steve Wigginton

Louisville FCA Area Director
[REDACTED]
(Known 26 years)

Steve Hodge

Louisville Physician (retired)
[REDACTED]
(Known 16 years)

Bill Reynolds

CEO of Element 502
[REDACTED]
(Known 15 years)