

Heath Ponder

El Dorado, AR · hponder91@gmail.com

U.S. Citizen · Open to remote · Open to relocation

PROFESSIONAL SUMMARY

Operations and data professional with nine years at Whole Foods Market, three and a half at corporate headquarters on the four-person team that owned the entire vendor pricebook — item and cost data from roughly 3,500 suppliers across the company's nine regions, including the United Kingdom. Resolved about 30 invoicing discrepancies a week, then assessed capital investment across a 1,700+ store network as an analyst.

SKILLS

Data and Reporting — Excel (advanced formulas, pivot tables and charts; macros recorded, edited and debugged in the VBA editor) · Power BI · DAX · Power Query · SQL Server and Databricks data

Enterprise Systems — ServiceNow · PeopleSoft · VIP (Vendor Item Portal) · Projectmates · SharePoint · Microsoft Access · Visio · Master data management

Web Development — React · Next.js · TypeScript · UI/UX

Analysis and Operations — Financial modeling (DCF, IRR/NPV) · Capital budgeting · Variance and trend analysis · Reconciliation · Process improvement · Vendor coordination · Team supervision

PROFESSIONAL EXPERIENCE

Business Analyst and Web Developer — Wymzy Industries LLC

El Dorado, AR · March 2026 – Present

- Builds websites and apps for small businesses and trains the owner on them; handles the ongoing upkeep: hosting, domains, software subscriptions, and search setup.
- Helps owners improve their processes and select vendors for new tools and software.
- Helps manage their marketing, social media, and graphic design.

Network Planning Analyst I — Murphy USA

El Dorado, AR · July 2025 – March 2026

- Built a change-in-performance tool in Power BI using DAX that compares any two periods across fuel, CPG, and merchandise metrics, and an Excel reporting tool with automated PDF export for senior leadership.
- Assessed capital investment across a 1,700+ store network with discounted cash flow models, evaluating IRR, NPV, and payback against corporate hurdle rates, working from SQL Server and Databricks data.

Green Team Specialist — Whole Foods Market

Fayetteville, AR · February 2022 – July 2025 · Ordering and inventory of custodial supplies and industrial chemicals

Guest Services Supervisor — Whole Foods Market

Fayetteville, AR · September 2021 – February 2022

- Supervised a Guest Services team of about 20 at a store moving \$1M+ in weekly sales; ran the cash office — safe counts, loan drawers, register reconciliation, returns.

Global Data Operations Specialist — Whole Foods Market, Corporate HQ

Austin, TX · February 2018 – September 2021

- One of a four-person corporate team owning the entire vendor pricebook in VIP (Vendor Item Portal) — item and cost data for roughly 3,500 suppliers, from single-product vendors through UNFI's 100,000-SKU catalog, across the North Atlantic, South, and United Kingdom regions.
- Resolved about 30 invoicing discrepancies a week: reconciled purchase order against invoice, traced the root cause in VIP, and worked the supplier to correct the invoice or fix the cost data at its source so the error stopped recurring.
- Worked the shared supplier support inbox at 50+ emails a day and trained suppliers on the reporting system.

Guest Services Supervisor, then Demo Program Coordinator — Whole Foods Market

Richardson and Austin, TX · April 2016 – February 2018

EDUCATION

Bachelor of Business Administration, Marketing — Southern Arkansas University, 2010 – 2014 · Cum Laude · GPA 3.55 · Beta Gamma Sigma Honor Society · Full scholarship with paid stipends