OPERATIONS STUDENT

P.O. Box XXX (555) 111-2222
Pittsburgh, PA 15224 student@tepper.cmu.edu

EDUCATION

CARNEGIE MELLON UNIVERSITY – TEPPER SCHOOL OF BUSINESS Pittsburgh, PA
*Master of Business Administration – **MBA*** 5/13

- Concentrations: **Operations**
- Honors: Forté Fellow

CHRISTIAN BROTHERS UNIVERSITY Memphis, TN
*Bachelor of Science in Chemical Engineering – **BS*** 5/06

- Leadership and Honors: President of AIChE, VP Finance of Alpha Xi Delta

EXPERIENCE

WILLIAMS-SONOMA, INC. Memphis, TN
Project Manager 4/09 - 7/11

Project Management

- Managed and motivated three full time engineers to help proliferate lean concepts on operations floor via training and organized kaizen events with a sustainability rate of 74%
- Successfully implemented an activity based pay and tracking tool for all Williams-Sonoma furniture delivery drivers for the hubs in North Carolina and Memphis, resulting in a 93% reduction in overtime pay expenses.
- Led team of managers at the New Jersey facility to increase 3 day service levels from 75% to 90% while transitioning into a new facility.

Analytical Skills

- Analyzed inventory data for all warehouses and created a capacity planning forecast template to report the facilities that will have additional space or be over capacity.
- Consolidated and presented data required by two leading warehouse consulting companies for new innovative warehouse design for distributing all direct to consumer merchandise. Presented design choice to the Operations Executive Committee.

Operations Manager 10/08-4/09

Leadership

- Directed and trained a group of full time employees along with third party associates on different techniques and processes used in monogramming. Reduced damages by 0.7% to an all-time low for the department.

Communication

- Advised team weekly on key performance indicators to build team morale as well as encourage the team to improve on previous week's throughput rate and quality control metrics.
- Recommended new personalization scan in process which increased inventory control accuracy as well as merchandise shipment accuracy which led to a reduction of returns on personalized items by 1.2%.

Industrial Engineer 06/06 – 10/09

Teamwork

- Facilitated configuration of Manhattan's Labor Management software using three dimensional standards which encompassed 5 warehouses across the U.S.
- Monitored daily warehousing activities in Labor Management and collaborated with the IT department for upgrades and troubleshooting. Implemented a new interface to connect WMS, Labor Management, and Kronos. Allowed for real-time reporting in Labor Management.

Leadership

- Led a team to determine correct size of cartons for shipping using a 3-D cartonization tool and implemented tool to measure dimensions of over 4,000 SKUs resulting in a reduction of cartons per order from 1.7 to 1.2.
- Led training for all Operations managers across 5 warehouses on Labor Management reporting.

Process Improvement

- Streamlined all Retail distribution processes using MOST – Maynard Operation Sequencing Technique.
- Developed SOPs for Labor Management and Engineering Standards Documentation.

ADDITIONAL INFORMATION

- Community Work: Avid volunteer and fundraiser for St. Jude Children's Research Hospital
- Activities: Completed the NIKE Women's Half Marathon and the St. Jude Half Marathon