**OPERATIONS SAMPLE RESUME**

Salt Lake City, UT 84100 ▪ (801) 555-3333

emailaddress@utah.edu ▪ linkedin.com/in/YourActualURL

**EDUCATION**

**University of Utah, David Eccles School of Business** Salt Lake City, UT

*Bachelor of Science, Operations & Supply Chain May 20XX*

GPA: 3.75

**Honors**

* Business Scholars Merit Scholarship
* Dean’s List 2021-2022

**Relevant Coursework** – Project Management, Practical Management Science, Quality Management, Global Supply Chain Management, Production Planning and Control, Business Calculus, Business Statistics

**EXPERIENCE**

**Petzl America** West Valley City, UT

*Operations Intern April 2022 – Present*

* Select and order waste-reducing packaging materials to support 2.9 million cases of product annually
* Deploy SKUs regionally to distribution centers and decrease shipment days by 2.5 under past average
* Reduce west to east shipments saving $50,000 in average monthly transportation costs
* Led Kaizen training event with line operators and maintenance staff resulting in productivity increase of 8%

**RC Willey** Salt Lake City, UT

*Sales Associate/Department Lead* *July 2020 – March 2022*

* Evaluated product profit margins and implemented employee training program to increase promotion of higher margin products which resulted in a 35% increase in revenue, while raising customer satisfaction
* Monitored and analyzed departmental sales data in Excel to better inform individual employee development plans
* Dramatically improved customer loyalty score in department from 65% to 97% satisfaction over 12 months

**Mammoth Mountain Ski Resort** Mammoth, CA

*Lift Operator/Lead**September 2019 – January 2020*

* Redesigned ski lift procedures to reduce line queue time by 12%

**LEADERSHIP / SERVICE**

**University of Utah Operations & Supply Chain Club,** *Vice President**September 2021 – Present*

* Met with operations professionals on site to learn effective practices and industry trends
* Organized and hosted guest lectures and workshops covering operations-related skills and professional development
* Collaborated with leadership to create student opportunities to network and increased club membership by 5%

**YMCA,** *Youth Volunteer Coordinator, Member August 2021 – Present*

* Planned fundraising campaign which raised over $5,000 for low-income youth snowboarding programs
* Organized logistics and activities for formal dance, including transportation, catering, and entertainment

**Volunteer Church Representative** *March 2018 – March 2020*

* Trained incoming missionaries for 12 weeks, teaching them to work in a unified way to reach set goals
* Planned, organized, and taught workshops on goal setting, relationship building, and leadership
* Selected as Assistant to the President and supervised 145 missionaries; organized and conducted conferences, facilitated training programs, planned and executed missionary transfers

**INTERESTS**

* Enjoy traveling to European countries, snowboarding, and practicing Spanish with friends