

Elsa Entrepreneur

4567 Polly Court, Green Bay, WI 54311
920.123.4567 • elsa.entrepreneur@mymail.nwtc.edu

SUMMARY OF QUALIFICATIONS

- 4+ years of supervising experience
- Communicate positively and professionally with customers in person and over the phone
- Demonstrate professionalism in management of time, stress, and change
- Use of effective techniques in resolving customer complaints and problems
- Solves problems independently and in a team environment
- Apply organizational skills to prioritize and manage workflow and plan events/meetings

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI *Expected Graduation: May 2025*
Associate Degree, Entrepreneurship

- Related Coursework: Marketing Principles, Business Principles, Negotiations, Quickbooks, Supervision, Project Management Fundamentals, Customer Service, Selling Principles

EXPERIENCE

Operations Manager May 2024 – Present
Farmers Insurance, Green Bay, WI

- Supervise assigned personnel and direct their technical training and career development
- Maintain a system to track progress of personnel in completion of training and education programs tailored to their career development needs
- Direct and coordinate the development of the center budget and deviation reporting
- Direct the centers fleet vehicle management

Business Operations Intern

Boeing, Green Bay, WI February 2024 – May 2024

- Maintained relationships in media sales, advertising, mobile, and digital technology
- Maintained sales and business operations
- Communicated with teams and gave presentations on variety topics
- Managed multiple projects
- Developed, evaluated, and implemented performance tracking tools for the sales team

Shift Leader

McDonald's, Green Bay, WI August 2022 – January 2024

- Supervised 6 crew members and performed opening and closing duties
- Provided excellent customer service when taking orders in store and through the drive thru
- Accurately punched in orders and processed customer bills
- Performed cleaning duties, such as sweeping, mopping, wiping down equipment, and cleaning bathrooms
- Worked collaboratively with other team members to ensure customer satisfaction

COMMUNITY INVOLVEMENT

Blood Drive Event Volunteer June 2023 – Present

American Red Cross, Green Bay, WI