

Customer focused MBA with versatile experience in entrepreneurial environments. Record of completing tasks and projects on time, prioritizing problem solving and improving organizational efficiencies. Proficient in MS Office, Quickbooks, Adobe software. Develops trust relationships quickly and easily. Competencies include:

- Customer Service
- Operations
- Marketing
- Financial Management

EDUCATION

RDF SCHOOL OF BUSINESS, UNIVERSITY OF HRT, Anytown, NY

MBA with Operations Concentration, expected June 2011. Current GPA 3.72.

Class Representative to RDF Dean's Advisory Board.

JIO COLLEGE, Anytown, CT

BA Political Science, June 2008.

Varsity Swim Team, NCAA Division II, 2004-2008. Two-time America East Semi-Finalist.

JIO Scholar-Athlete Award with Full Scholarship.

EXPERIENCE

XYZ COMPANY, Anytown, NY

2010 - 2011

Materials Management Intern

- Served as support to 8 member cross-functional logistics and warehousing team, linking SAP and Access together to enhance reporting between distribution and operations.

JGR HEALTH CLUB, Anytown, MA

2005 - 2009

Associate Membership Manager

- Co-developed and implemented enhanced enrollment program with PLD Health Club Consultants to increase total membership by 20% while raising fees an average of 11% in down economy.
- Managed membership operating budget of \$45K and oversaw capital improvements to facility and grounds. Researched fitness equipment vendors as part of effort to replace 14 workout stations.
- Suggested and introduced member referral program which increased leads by 10+ per week with 50%+ conversion rate for referrals.

Head Lifeguard/Masters Swim Coach

- Hired and managed staff of 8 lifeguards, including scheduling, training, and pool maintenance.
- Prepared 17 member masters swim team for inter-club competition by conditioning and improvement of stroke mechanics. In 2007, coached team to 6-1 record, winning YTR Valley Senior Championship.

TOWN OF JFK, Anytown, CT

Summers 2003-2005

Waterfront Director

- Hired and managed staff of 17 lifeguards to ensure safe operation of pool and facilities. Purchased pool equipment, scheduled and staffed multi-level age group swim lessons, and addressed citizen issues.
- Taught progressive swimming classes to children from 5 to 14 years of age.
- Involved with semi-annual pool drain and cleaning.

HHY CATERING, Anytown, MA

2002 - 2004

Assistant Manager / Server

- Assisted with opening of new 3-season outdoor catering business and café.
- Supervised 4 counter employees, managed shift schedule, and created related forms and procedures for daily operations.
- Teamed with owner to brainstorm, create, and implement marketing strategy to re-introduce business.

VOLUNTEERING

RDF School of Business – Admissions Volunteer, 2009 - 2010

University Health Services - Mental Health Intake Volunteer, 2006 - 2008

Anytown United Funding Agency – Fundraising Special Events Assistant, 2005 - 2008