

ST. CLOUD STATE  
UNIVERSITY

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*A tradition of excellence and opportunity*

# RESUME BOOKLET

Fall 2010

STUDENT CHAPTER OF



## **Introduction**

This resume book contains the resumes of some of members of the St. Cloud State University student chapter of the professional Operations Management society APICS. APICS enables students to build networking relationships, enhances their knowledge by involvement in professional development activities, and helps them stay current with industry trends. Student members complement their academic learning with a structured program of plant tours, seminars, workshops, projects, and leadership activities.

The SCSU APICS student chapter received the national Gold award in 2008-2009, and 2009-2010 for its outstanding achievements in professional development activities and enhancing student learning.

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Fall 2010

Name: Last, First Graduation Date

<b>Fries, Sharon</b> .....	Spring 2011
<b>Golliet, Christine.</b> .....	May 2012
<b>Ludwig, Peter</b> .....	May 2011
<b>Schneiderhan, Joseph</b> .....	December 2010
<b>Vetruba, Christina</b> .....	May 2011

## SHARON FRIES

28428 Century Court NW, Isanti, Minnesota 55040

[frsh0901@sctcloudstate.edu](mailto:frsh0901@sctcloudstate.edu)

(763) 350-0218

### QUALIFICATIONS PROFILE

- 22 years of experience in scheduling, purchasing, inventory management, customer support and accounting.
- College degree in Business Management; NAPM purchasing and management workshops and ISO training.
- Computer skills: MS Office, SAP, EMS, MacPac, Vantage, EDI and the internet.
- Creative and proactive problem solver, multi-focused organizer, impressive productivity level, detail-oriented.
- Skills in inventory systems, costing databases, mechanical and electrical technology, lean processes, and blueprint reading.
- Strong administrative and organizational skills; effective verbal and written communication skills.

### EXPERIENCE

#### **Master Scheduling/Product Buying/Planning and Customer Support**

Served as the primary liaison between manufacturing facilities and the customer to provide support and ensure customer satisfaction and on-time delivery.

- Followed-up on quotes and orders, tracked and maintained orders, monitored inventory, resolved problematic issues, and expedited warranties, returns, and replacements.
- Interfaced with external suppliers to expedite outside services and parts inventories and assure just-in-time (JIT) deliveries.
- Worked with engineering and customers regarding change orders or revisions.
- Entered, reviewed and maintained price lists and records in the appropriate database.
- Ensured accurate collection of data for job costing and invoicing.
- Maintained customer orders and forecasts by monitoring an EDI system.
- Reported sales projections for upper management weekly.
- Scheduled and maintained production jobs and monitored progress to ensure on-time completion.

#### **Material Planning and Inventory Management**

*Effectively managed priorities and completed weekly MRP reviews.*

- Determined inventory levels, developed firm plan orders and secured production inventories.
- Maintained item master parameters including EOQ, lot size, lead time and planner code.
- Coordinated with buyers and suppliers to disposition and rework defective parts.
- Trained Buyer and Material Planning personnel; conducted cycle counts and verified inventory accuracy.
- Hosted plant tours as Guest Services Team Member.

*Implemented and maintained inventory tracking, monitoring, and distribution.*

- Verified inventories and appropriated merchandise payments and trained purchasing and new inventory management personnel to effectively utilize computer system and assure maximum workflow.

### CAREER HISTORY

<b>Team Industries</b> , Cambridge, MN; Master Scheduler	2005 - 2009
<b>Robert Bosch Packaging Technology</b> , Brooklyn Park, MN; Buyer/Planner, Customer Support	1998 - 2005
<b>Caterpillar Paving Products</b> , Brooklyn Park, MN; Material Planner/Associate Buyer	1994 - 1998

### EDUCATION AND TRAINING

<b>Business Management, B.S. Degree</b> , St. Cloud State University, St. Cloud, MN	2011
- APICS, member of the SCSU student chapter	
<b>Business Management, A.S. Degree</b> , North Hennepin Community College, Brooklyn Park, MN	2003
<b>Accounting Certificate</b> , St. Cloud Business College, St. Cloud, MN	1986

# CHRISTINE GOLLIET

310 8<sup>th</sup> Ave S #205  
St. Cloud, MN 56301  
(763) 772-5604

[goch0701@stcloudstate.edu](mailto:goch0701@stcloudstate.edu)

## EDUCATION

Expected May 2012

### Bachelor of Science in Business Management, Concentration in Operations

St. Cloud State University (SCSU), Saint Cloud, Minnesota

- Attending a nationally accredited program by the nationally accredited Association to Advance Collegiate Schools of Business (AACSB)
- Minor in International Business
- Worked 20 hours weekly while attending college full-time
- GPA: 3.37

## EMPLOYMENT

**Assistant to the Parking Coordinator**, SCSU, Public Safety, Saint Cloud, MN October 2008 – Present

- Execute successful transactions up to \$10,000 on a weekly basis and balance and reconcile account deposits
- Demonstrate strong customer service skills by appropriately handling customer frustrations
- Utilize computer skills in selling and issuing parking passes
- Correspond with Department of Motor Vehicles regularly to send out bills for unpaid tickets

**Customer Service Sales Associate**, JCPenneys, Coon Rapids, MN June 2007 – August 2008

- Developed interpersonal communication skills by listening to customers and enhancing their shopping experience with knowledge and service expertise
- Opened and closed registers at the beginning and end of shifts
- Accepted new credit applications from customers and entered information in the store's database

**Administrative Assistant**, Tempforce, Edina, MN Summer 2008

- Developed administrative skills as assigned by performing data entry and other clerical work for Girls Scouts of America

## ACTIVITIES AND ACHIEVEMENTS

- **Active Member**, Delta Sigma Pi, SCSU, Professional Business Fraternity Fall 2009 - Present
  - V.P. of Community Service
  - Entrepreneurship Committee
- **Member**, College of Business Executive Council Spring 2010 - Present
- **Member**, APICS (The Association for Operations Management) Fall 2010 - Present
  - Director of Education
- **Member**, SUMO (Society of Unified Management Organizations) Fall 2010 - Present
- **Team member**, Intramural Basketball and Volleyball, SCSU Fall 2008 - Present

## VOLUNTEER

- Adopt a Highway, Sartell, Minnesota Fall 2009 - Present
- Catholic Charities, Food drives, Saint Cloud, MN Fall 2009 - Present
- American Cancer Society, Relay for Life, Saint Cloud, MN Spring 2010
- Feed My Starving Children, Twin Cities, MN Fall 2010 - Present

CAREER OBJECTIVES Challenging position in operations management with advancement opportunities

EDUCATION **Bachelor of Science**  
Saint Cloud State University; expected graduation, May 2011

- Program is nationally accredited by the Association to Advance Collegiate Schools of Business(AACSB)
- Major in management, concentration in operations
- Work 20 hours per week while attending college full time

EMPLOYMENT **Dairy Queen**  
Saint Cloud, Minnesota  
May 2003-August 2006

- Prepare and cook all foods served at Dairy Queen
- Clean and service machines

**Grounds Crew Maintenance Worker**  
SCSU, Saint Cloud, Minnesota  
May 2007-Present

- Mowed lawns using a variety of lawn mowers
- Weed whipped trees and buildings
- Snow removal in the winter months

**Ticket Office Representative**  
SCSU, Saint Cloud, Minnesota August2007-  
Present

- Sold tickets to all SCSU sporting events
- Became fluent with the Ticket Master system

ACTIVITIES AND ACHIEVEMENTS **The Association for Operations Management, APICS**  
SCSU Student Chapter

- Meet Professionals from the operations management field
- Attained real world operations management experience from APICS events

## REFERENCES

Mr. Edward A. Ward  
Management Department  
Saint Cloud State University  
720 4<sup>th</sup> Avenue South  
Saint Cloud, MN 56301-4498  
320-308-5143  
edward@stcloudstate.edu  
Relationship: Academic advisor

Mr. Chad H. Sheetz  
Assistant Director of Athletics  
Saint Cloud State University  
720 4<sup>th</sup> Avenue South  
Saint Cloud, MN 56301-4498  
320-308-2137  
chsheetz@stcloudstate.edu  
Relationship: Immediate supervisor of ticket office staff

Mr. David Lee  
Manager of Grounds  
Saint Cloud State University  
720 4<sup>th</sup> Avenue South  
Saint Cloud, MN 56301-4498  
320-308-4146  
dlee@stcloudstate.edu  
Relationship: Immediate supervisor of all grounds care personnel

**Peter Ludwig**  
**1817 10<sup>th</sup> avenue southeast**  
**Saint Cloud, MN 56304**  
**320-493-0635**  
**lupe0701@stcloudstate.edu**

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**EDUCATION** **Bachelor of Science**  
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Saint Cloud, MN 56301-4498  
320-308-4146  
dlee@stcloudstate.edu  
Relationship: Immediate supervisor of all grounds care personnel

# Joseph Schneiderhan

800 11<sup>th</sup> St. #105, St. Cloud, MN 56301  
(763)-360-0348

[scjo0610@stcloudstate.edu](mailto:scjo0610@stcloudstate.edu)

## Education

### **Bachelor of Arts in Business Operations Management**

Expected Dec. 18, 2010

St. Cloud State University, St. Cloud, MN

- Internationally Accredited by Association to Advance Collegiate Schools of Business (AACSB)
- Work 35-40 hours weekly while attending college full-time

## Work Experience

### **Manage parts/service department**

May 07-

Present

Rapid Marine, St. Cloud, MN

- Coordinate tasks for 2 to 3 employees to complete jobs and achieve customer satisfaction
- Order parts, manage inventory and suppliers through custom marine specific programming
- Demonstrate attention to detail by processing special orders, repair orders, and maintaining inventory levels on a daily basis
- Show strong interpersonal skills and initiative when satisfying customer expectations
- Demonstrate effective problem solving skills in regards to customers and suppliers
- Participated in weekly phone meetings with manager to examine weekly performance and to make sure tasks are completed or on schedule for completion within a set time period determined by customers

### **Parts/ Service employee**

Feb. 04-June

07

Rapid Sport Marine Center, Ham Lake, MN

- Demonstrated excellent customer service in parts department by being attentive to customers and meeting or exceeding their needs
- Provided dealer preparation of watercraft to exceed customers first impressions of new purchases
- Performed service shop maintenance to maintain a clean and safe working environment for service employees
- Maintained facility and grounds maintenance to keep an exceptional outside impression of the building and grounds by customers and suppliers

### **Early morning Stocking Assistant**

Oct. 05-

Feb. 06

Office Max, Coon Rapids, MN

- Demonstrated customer service skills by assisting customers to find the right product
- Established self motivation skills by working independently on the floor and in the stock room

### **Parts/ Service writer**

Sept. 03-Feb. 04

Minnesota Marine, Ham Lake, MN

- Assisted customers with part look up and problem solving
- Proficient in PC usage, MS office software, and custom purpose programs

# Christina L. Vetruba

10894 70<sup>th</sup> Street SW  
Howard Lake, MN 55349

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## EXPERIENCE

*Accounting Manager* 2007 - Present  
Accubrace Inc., Howard Lake, MN

- Accounts Receivable / Payable
- Sales Assistant
- Payroll and Human Resources
- Bank Reconciliation / Reporting
- Safety Training
- IFTA and DOT Compliance
- Union Audit/Reporting

*Accounting* 2006 - 2007  
Dane Technologies, Minnetonka, MN

- Commercial Collections
- Accounts Receivable
- Accounts Payable
- General Ledger

*Bookkeeper* 2003 - Present  
Self Employed, Howard Lake, MN

- Collections
- Accounts Receivable
- Accounts Payable
- Account Reconciliation
- General Ledger

*Account Assistant* 2001 - 2003  
Wells Fargo Private Client Services, Minneapolis, MN

- Trust Account Administration
- Trainer for New Software and Procedures
- Product Sales
- Help Start New Division in Wells Fargo Minnesota

*Lead Teller/Vault Teller* 1997 - 2001  
Wells Fargo Bank, Minnesota, NA

- Audit Control
- Supervision of 10 Tellers
- Reporting to Controller
- General Ledger
- All Teller Duties

## EDUCATION

- *Associates Degree*, Minneapolis Community & Technical College 2002
- *Operations Management BS*, St. Cloud State University Expected Graduation, May 2011