

ST. CLOUD STATE
UNIVERSITY

A tradition of excellence and opportunity

RESUME BOOKLET

Spring 2011

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.

Table of Contents

Spring 2011

Name: Last, First Graduation Date

Fries, Sharon	May 2011
Gaikwad, Sampada	Dec 2010
Gjorgieva, Nadica	Dec 2011
Golliet, Christine.	May 2012
Ludwig, Peter	May 2011
Vetruba, Christina	May 2011

SHARON FRIES

28428 Century Court NW, Isanti, Minnesota 55040

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

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

EDUCATION AND TRAINING

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

Sampada S. Gaikwad

1811 15th Ave SE # 17, St. Cloud, MN 56304, 320-282-6808, sampada28@hotmail.com

OBJECTIVE

To work within a multinational organization in the Operations Management field

EDUCATION

Bachelor of Science in Management

Dec 2010

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

- Program nationally accredited by the Association to Advance Collegiate Schools of Business (AACSB)
- Concentration in Operations Management

Pre-Business

January 2007- December 2008

University of Wisconsin- Superior (UWS), Superior, WI

RELATED PRACTICAL PROJECT EXPERIENCE

MGMT 486 Managing for Quality

Spring 2010

- Quality Improvement project for Park Industries, Waite Park, Minnesota
Semester-long practical project that required DMAIC approach.

MGMT 483 – Mfg Operations mgmt

Fall 2010

- First Time Inventory Accuracy Project for Park Industries, Waite Park, Minnesota
Semester-long practical project to improve the current inventory accuracy system.

WORK EXPERIENCE

Student Assistant

Graduate Studies Office, UWS

May 2007- December 2008

- Displayed teamwork skills by preparing and completing projects in group settings
- Enhanced customer service skills by interacting daily with students, faculty, and staff
- Maintaining records, alumni records data entry, and correspondence
- Displayed outstanding ability to communicate with diverse population of people within the office as well as other departments and through addressing customer services needs

Research Assistant

National Association for College Admission Counseling, UWS

May 2007- December 2008

- Assisted in compiling research data
- Analyzed compiled data
- Summarized research data in Microsoft Excel

Customer Service Representative:

Godrej Industries Limited, Mumbai, India.

- Team Leader in Customer Service department
- Answered inbound calls in a high-volume workload within a deadline driven environment to support customer needs
- Provided effective and timely resolution on a range of customer inquiries and strove for one-call resolution of customer issues, consistently meeting performance benchmarks in all areas

Instructor:

- Instructed a class of 20 students about CAD 14
- Developed course materials and assessed student mastery of academic skills and competencies as determined by course outcomes

COMPUTER SKILLS

- Microsoft Office 2007 suite
- Operating Software Windows XP

LANGUAGE SKILLS

- Fluent in English, Hindi, and Marathi

VOLUNTEER EXPERIENCE

Program Director for APICS Student Chapter, Saint Cloud State University	May 2010
Volunteer , Career Development Club- Diversity Job Fair Preparation, SCSU	February 2009
Member , World Student Association, UWS	January 2007- December 2008
Volunteer , Food Officer for Cultural Night, UWS	November 2007 & November 2008

REFERENCES

James Miller
Enrollment Research and IRB Coordinator, University of Wisconsin- Superior
(715) 394 8396
jmiller@uwsuper.edu

Professor Soheli Ahmad
Management Department, St. Cloud State University
(320) 308 2994
ahmad@stcloudstate.edu

Professor Konghee Kim
Management Department, St Cloud State University
(320) 308 3911
kkim@stcloudstate.edu

Nadica Gjorgieva

830 13th Street South, Apt# 311, St. Cloud, MN 56301

email: nadica_gjorgieva@hotmail.com

- Objective** To obtain a position that will utilize my language skills and international experience while providing me with the opportunity to expand and improve my business management skills.
- Education** **Masters of Science in Management** expected graduation December 2011
St. Cloud State University, St. Cloud, MN
- B.A. Operations Management**, graduated December, 2008
St. Cloud State University, Herberger College of Business, St. Cloud, Minnesota
- Employment Experience** **Graduate Assistant for The Center of Excellence in Teaching and Learning, S.C.S.U.** 06/10 – present
- Assist with all event planning and hosting for CETL faculty development
 - Help with development of promotional literature and CETL communications
 - Assist office manager with organizing and managing work study student projects
 - Work with office manager on projects
 - Report to office manager and the director
- OPT Work Experience**, S.C.S.U. Department of Management, 05/09 – present
- Worked on projects associated with research in university issues, operations management related curricula, research design and methodology, and university initiatives.
- Intern**, *RBC Wealth Management* - Minneapolis, Minnesota, 6/08 – 8/08
- Worked under Operations Management department in Document & Imaging.
 - Assisted financial consultants with client account information.
 - Helped team leads and supervisors with data collection and entry projects.
 - Workflow approval, updated client information for Windows.
- Customer Service**, *Sodexo Corporation*, St. Cloud, Minnesota, 07/06 – 12/07
- Provided quality service to thousands of customers at Burger King, Pizza Hut, Caribou Coffee and the Convenience Store on the St. Cloud campus.
 - Quickly mastered all service functions including order taking, food preparation and cash and credit card sales.
 - Comfortable managing multiple tasks in an often chaotic environment.
 - Thrived in diverse working environment, helping coworkers from all backgrounds to be successful
- Supervisor**, *Aramark*, St. Cloud, Minnesota, 11/04-05/06
- Managed the night shift of up to 10 employees.
 - Provided work assignments and answered work flow questions.
 - Responsible for nightly register receipts.
 - Acted as Customer Satisfaction Service Representative addressing customer questions and concerns about the service and products.
- Skills** Language Skills
Fluent in English, Macedonian, Serbo-Croatian and Bulgarian
Computer Skills
Advanced in Microsoft Word, Excel, PowerPoint and Outlook
- Activities** Member of APICS student organization at SCSU
- APICS Director of Public Relations

CHRISTINE GOLLIET

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

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 August 2007-
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 4th 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 4th 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 4th Avenue South
Saint Cloud, MN 56301-4498
320-308-4146
dlee@stcloudstate.edu
Relationship: Immediate supervisor of all grounds care personnel

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

CAREER OBJECTIVES Challenging position in operations management with advancement opportunities

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dlee@stcloudstate.edu
Relationship: Immediate supervisor of all grounds care personnel

Christina L. Vetruba

10894 70th Street SW
Howard Lake, MN 55349

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