

KELLY WHITCOMB

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SUMMARY OF QUALIFICATIONS

- 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
- 4+ years of supervising experiences

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI *Expected Graduation:* December 2020
Associate Degree: Business Management

- *Related Coursework:* Career Planning, Marketing Principles, Business Principles, Operations Management, Human Resource Management, Career Preparation, Customer Service, Global Business Management

EXPERIENCE

Business Operations Manager Intern

Farmers Insurance, Green Bay, WI May 2017 – Present

- Supervise assigned personnel
- Direct technical training and career development of personnel
- 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 May 2016 – May 2017

- 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 2011 – January 2016

- Supervised a crew of 2 to 6 people by creating daily responsibility charts and scheduling
- Handled complaints and comments
- Configured end of night paperwork
- Balanced cash registers
- Made daily bank deposits