

**Kay Oss Coordinator**

Aurora, WI  
920-555-7709

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**SUMMARY OF QUALIFICATIONS**

- Effective leadership skills; active and collaborative team player
- Communicate positively and professionally with customers in person, over the phone, and through email
- 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

*Associate Degree, Business Management*

December 2025

- Related Coursework: Business Principles, Marketing Principles, Team Building/Problem Solving, Accounting Principles, Economics, Business Law, Lean Operations

**EXPERIENCE**

**Shift Leader**

August 2023 – Present

*McDonald's*, Aurora, WI

- Supervise a crew of 2 - 6 people by creating daily responsibility charts and scheduling
- Handle complaints and comments
- Configure end of night paperwork
- Balance cash registers
- Make daily bank deposits

**Team Member**

January 2022 – August 2023

*Culver's*, Aurora, WI

- 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

**Farmhand**

October 2020 – January 2022

*Frank's Farm*, Aurora, WI

- Developed skills in animal management, machine operation, and herd nutrition
- Maintained high standards for grade A production
- Developed strong work ethic and sense of responsibility
- Completed field work and equipment maintenance

**COMMUNITY INVOLVEMENT**

**Blood Drive Event Volunteer**

June 2023 – Present

*American Red Cross*, Aurora, WI