

Manufacturing Operations Management

Ima Boss

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SUMMARY OF QUALIFICATIONS

- Strong communication skills, both written and verbal
- Effective leadership skills; active and collaborative team player
- Understands the financial components of an organization
- Experience applying project management skills, performance management techniques, and continuous improvement processes
- Experience monitoring customer service, quality, and cost performance

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Manufacturing Operations Management, Associate Degree

May 2025

- Related Coursework: Supervision, Lean Operations Management, Career Preparation, Leadership Development, Business Finance/Budgeting, Safety-Workplace, Managing – Quality

Supervision, Certificate

December 2022

EXPERIENCE

Team Leader Intern

Target Brand, Green Bay, WI

November 2023 – Present

- Oversee the service and merchandising of three departments with sales range from \$2 - \$9 million
- Act as leader on duty, as well as opening and closing the store on assigned days
- Assist with recruiting and hiring of your team
- Receive extensive training to help become a strong store executive leader
- Ensure great service by interacting with guests and team members
- Strive to achieve sales goals and maintain budget controls

Organizational Performance Leader

Apex Supply Chain Technologies, Green Bay, WI

May 2023 – Present

- Lead strategic, cross-functional process improvement projects and events targeted toward increasing revenue, optimizing time to market, improving profitability, and/or improving customer satisfaction
- Collaborate with executive leaders to understand process capability, strategies, and goals, and resolve process design gaps
- Provide leadership, coordination, and oversight with special projects including exploratory research and development of cost-savings opportunities and efficiencies
- Map current processes in order to recommend improved, strategic, measurable and sustainable solutions as well as identify further opportunities for improvement
- Provide coaching and training of methodology and tools throughout functions via workshops, project support and formalized training programs
- Identify opportunities for future operational improvement that incorporates current priorities and long-term objectives