

## Operations Intern

ROBERT SMITH

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### Objective

Interested in positions in logistics & warehousing. Also interested in positions within firms that deal internationally, specifically those that require German language proficiency. Additionally, positions in an outdoor field are also of interest.

### Skills

Microsoft Office, Forklift Operator, Security, Map Reading/ Land Navigation, General Office Skills, German Language.

### Work Experience

#### Operations Intern

**ABC Corporation** - March 2014 - June 2015

- Receiving and processing damage claims, performing audits on outgoing products to ensure order accuracy and conformity to quality standards.
- preparing and packaging parts for domestic and international shipment; Translating written and verbal communications.
- Increased communicability which allowed the teams recommendations to be more effectively implemented.
- Provided data entry for Organizations Quality Department, decreased claims processing time; processed and coded customer claims.
- Prepared estimates for future needs of the facility; actions facilitated the smooth operation of the warehouse facility.
- Tracked and maintained the organizations electronic records, including daily delivery and production logs; safety and accident report.
- Translating written and verbal communications between the advisory team and local management.

#### Operations Intern

**ABC Corporation** - 2010 - 2014

- Identified workforce gaps by assisting with Task-Mission-Function Review; detailed current hiring authorizations against the actual headcount and associated costs; provided workforce analytics such as workforce trends, dynamics, and metrics.
- Furnished management with key information by completing projects on facility utilization, environmental sustainability, annual budget, and manpower.
- Significantly improved efficiency for Operations, Facilities Management, and the Chief of Staff by implementing SharePoint portals; included calendars and schedulers, shared data, a file repository, various request forms, and a running news feed.
- Participated in developing and publishing the Leader Development and Education Strategic Plan and with defining procedures for the Armys Wounded Warrior Education Initiative (AW2EI).
- Planned, scheduled, and coordinated Master and Doctoral level courses for Kansas University, Kansas State University, and Webster University at Command and General Staff College in Fort Leavenworth.

- Developed or drafted various documents including training briefs and news updates on publications, conferences, and faculty achievements.
- Worked with Human Resources on hiring and onboarding new team members..

## Education

Bachelor's in German language - 2008(Auburn University - Auburn, AL)