

PROFESSIONAL SUMMARY

Business Administration graduate with Applied Business Data Analytics certification and 6+ years of progressive leadership experience managing operations, teams, and data-driven decision making. Proven track record of analyzing complex datasets, implementing process improvements, and managing \$4.4M+ annual revenue operations. Skilled in Excel, Power BI, Tableau, and statistical analysis with expertise in translating data insights into actionable business strategies. Seeking to leverage analytical skills and operational expertise in a corporate environment.

EDUCATION

**W. P. Carey School of Business, Arizona State University**  
Bachelor of Arts (BA) in Business Administration | Tempe, AZ | GPA: 3.77 | Magna Cum Laude

CERTIFICATIONS

**Applied Business Data Analytics**  
Arizona State University | GPA: 3.94

PROFESSIONAL EXPERIENCE

**Shift Supervisor**

Mar 2022 - Present

Starbucks | Houston, TX

- Oversaw all aspects of store operations and directed a 30-member team, including cashiers, stock associates, and shift leaders. Implemented scheduling, training, and performance management strategies that fostered team collaboration and ensured smooth daily operations, contributing to consistent revenues averaging \$12,000 per day.
- Utilized Excel and POS system reporting to analyze labor, supply, and inventory data, uncovering cost-saving opportunities that increased profitability.
- Analyzed labor, supply, and inventory data to identify inefficiencies, reducing operating costs by 12% and improving overall profitability.
- Maintained accurate documentation, procedural compliance, and inventory records to support audits and accountability, including EcoSure and Health Department inspections, while conducting regular staff training to uphold knowledge standards and store quality.
- Collaborated with store and district management to forecast staffing, inventory, and resource needs based on sales trends, promotional events, and seasonal demand.
- Proactively adjusted schedules and deployment strategies to maintain smooth operations during peak hours, such as morning rushes and promotional launches.

**Barista Trainer**

Aug 2021 - Feb 2022

Starbucks

- Trained and coached new baristas on company standards, beverage preparation, and customer service best practices.
- Supported onboarding by providing hands-on instruction and feedback, improving team performance and consistency.

**Barista**

Aug 2018 - Jul 2021

Starbucks

- Prepared and served high-quality beverages and food items while maintaining accuracy and speed in a high-volume environment.
- Delivered excellent customer service by managing orders efficiently and resolving customer needs promptly.

## PROJECTS

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### CoolCrème Plant-Based Ice Cream Product Launch

Analytics Project | ASU Business Analytics Program

*Collaborative capstone project simulating a market launch for a plant-based ice cream brand, focused on pricing, feature preferences, and customer sentiment analysis.*

- Led a team of four in analyzing survey data and consumer feedback with Tableau and Power BI to identify pricing trends and feature preferences.
- Built interactive dashboards to visualize demand elasticity and customer sentiment under different market scenarios.
- Delivered go-to-market recommendations prioritizing high-conversion product features and optimal pricing strategy.

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### Profitability Analysis Dashboard

Analytics Project | ASU Business Analytics Program

*Academic project focused on building an interactive dashboard to analyze profitability across business segments, identify cost drivers, and model performance outcomes.*

- Created a Power BI dashboard to analyze sales, COGS, and profit by business segment and product.
- Modeled transaction data into KPIs and visualizations to highlight performance trends.
- Found the Enterprise segment consistently unprofitable, flagging financial risk.
- Provided recommendations to improve profitability through cost and resource adjustments.

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## ADDITIONAL SKILLS

**Analytics & Visualization:** Excel (Advanced: PivotTables | VLOOKUP | What-If Analysis | VBA Macros), Power BI (Dashboards | KPIs | DAX), Tableau (Data Visualization | Storytelling)

**Business & Finance:** Audit Support, Corporate Finance, Cost Forecasting, Financial Accounting & Reporting, Internal Controls, Managerial Accounting, Risk Analysis

**Operations & Leadership:** Compliance Monitoring, Conflict Resolution, Customer Service, Inventory & Supply Management, Process Improvement, Team Training & Development, Workforce Scheduling

**Documentation & Reporting:** Business Case Development, Business Documentation, KPI Tracking, Quality Assurance, Record-Keeping, Reporting Accuracy

**Systems & Tools:** Cloud Collaboration Tools (OneDrive | SharePoint), Microsoft Office Suite (Word | Excel | PowerPoint | Outlook), Timekeeping & Scheduling Systems (POS | labor management tools)

**Programming & Databases:** C (Procedural Logic | Memory Management), Java (Object-Oriented Programming | Algorithms), Python (Data Analysis | Automation | Scripting), SQL (Database Querying | Joins | Data Extraction)