

PROFESSIONAL SUMMARY

Business Administration graduate (GPA 3.77, Magna Cum Laude) with a certification in Applied Business Data Analytics. Six years of leadership experience managing operations and analyzing performance data to improve efficiency and profitability. Skilled in Excel, Power BI, Tableau, and SQL for transforming business data into actionable insights and KPIs. Proven ability to streamline workflows, forecast demand, and support data-driven decisions in corporate environments.

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

- Supervise daily store operations and lead shifts for a 30-person team, ensuring consistent service, cleanliness, and operational standards.
- Track sales, labor, and inventory data using Excel and POS reports to support scheduling and supply decisions.
- Identify small process improvements that reduced waste and improved workflow efficiency.
- Maintain accurate records for inventory, cash handling, and compliance with company and health standards.
- Coordinate with management on staffing and product needs based on sales patterns and seasonal demand.
- Support new employee training and performance feedback to maintain quality and consistency during shifts.

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

Operational Risk Analysis Dashboard

Analytics Project | ASU Business Analytics Program

Assessed financial and operational risks for a local coffee shop. Quantified loss exposure and ROI of mitigations using POS history and scenario forecasting.

- Modeled revenue variability for a local coffee shop by simulating customer count and spending patterns using @Risk.
- Calculated key risk metrics (Sharpe Ratio = 1.07, 5% VaR = -\$1,468, Certainty Equivalent = \$3,249) to quantify financial exposure and risk-adjusted performance.
- Interpreted simulation outputs to identify probability ranges for profit outcomes and inform decision-making under uncertainty.
- Delivered actionable insights showing favorable risk-return trade-off and resilience under adverse conditions, supporting confident investment feasibility.

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.

- Modeled and visualized Sales, COGS, Profit, and Margin % using DAX measures with segment- and product-level drill-downs.
- Performed variance and outlier analysis to isolate unprofitable Enterprise segment caused by low-margin SKUs and deep discounts.
- Developed KPIs and contribution charts revealing profit concentration in high-margin SKUs and excess discounting in underperforming lines.
- Delivered actionable recommendations to reprice or remove loss-making SKUs and reallocate marketing spend toward higher-margin products.

ADDITIONAL SKILLS

Analytics & Visualization: Excel (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)