

SARAH “RUBY” DAUT

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Process-Oriented Analyst: Adaptive, rational **problem solver** with a knack for detail and a strong foundation in high-volume financial operations, inventory management, cross-functional coordination, and **process optimization**. Proven track record of identifying inefficiencies, **streamlining workflows**, and supporting customer-focused initiatives that drive measurable improvements in product **quality** and function each and every time!

SKILLS & STRENGTHS

- Project Management
- Process Improvement
- Quality Assurance & Control (QA/QC)
- Asana | Clickup | Atlassian
- Inventory Management
- Data Collection & Analysis
- Logistics & Supply Chain
- Microsoft Excel | Visio | PowerPoint
- Technical Writing & Documentation
- Customer Experience (CX)
- Education & Training
- SQL | Python | HTML/CSS

KEY ROLES & CONTRIBUTIONS

Bank Teller at Wells Fargo, Virginia Highland, Atlanta, GA – July 2024 to Present

In my current role as a Teller, I manage **high-volume** financial transactions with precision, including daily **cash handling** for businesses and affluent clients.

- Manage average cash throughput of an average of **\$80,000 per day** and check items up to \$3.5 million in value
- Perform monthly audits of cashlines, vaults, ATM compartments, and electronic equipment around the branch
- Take initiative to support and train new teller hires in order to improve the onboarding process

Product Manager, Process Improvement Manager at Afula Enterprises, Miami, FL – June 2023 to Feb. 2024

As a Product Manager for this startup, I oversaw the entire product life cycle—from **development** and design to compliance and **logistics**—while driving **operational excellence** across departments.

- Optimize standard operating procedures (SOPs) for Production, QA, and Logistics processes, improving team productivity by **40% in one quarter**, and reducing overall production time by **56%**
- Collaborate with executives and team leaders to resolve productivity bottlenecks and mitigate operational risk
- Conduct market research, analyze customer feedback, and monitor trends for product decisions

Product Coordinator at JEG and Sons, Inc., Miami, FL – Nov. 2022 to June 2023

As a Product Coordinator, I implemented improvements in brand **strategy**, product kitting, and **customer experience**.

- Develop warehouse SOPs and oversee wholesale order processes, reducing order turnaround by **71%**
- Collaborate with Brand Director, Product Owner, and designers to manage end-to-end product life cycles
- Employ RCCA strategies to analyze and mitigate internal and external operational risk

Order Fulfillment Manager at JEG and Sons, Inc., Miami, FL – June 2019 to Nov. 2022

As an Order Fulfillment Manager, I supervised e-commerce operations, wholesale fulfillment, and **warehouse operations**, with a strong focus on **fraud prevention**, systems accuracy, and vendor coordination.

- Investigate and **recover over \$150,000** in fraudulent Amazon customer returns in one year
- Collaborate with Project Managers and IT Specialists to build and validate an inventory testing program
- Resolve inventory stock discrepancies, EDI errors, and cross-reference issues in the inventory management database

Customer Support Specialist at JEG and Sons, Inc., Miami, FL – Feb. 2019 to June 2022

As a Customer Support Specialist, I provided phone and email **technical support** to Amazon, Walmart and other retail customers.

- Utilize Zendesk to promptly resolve customer inquiries within SLA limits, at a 99.84% compliance rate
- De-escalate customer complaints while maintaining a customer-obsessed approach
- Provide Amazon, Walmart, Wish, Ebay, and Groupon customers with technical support and troubleshooting advice for electronic items

ESOL Teacher at Kasama Board of Education, Ibaraki, Japan – Aug. 2015 to Aug. 2017

In my role as an English teacher, I collaborated with Japanese teachers to **develop curriculum** and interdisciplinary activities for elementary and junior high schools.

- Develop detailed educational materials and facilitate learning experiences for more than 500 students
- Serve as the program manager for events and outreach programs, promoting literacy objectives
- Implement system improvements to optimize curricular efficiency, clarity, and student engagement

LANGUAGES

- Fluent in English and Creole
- Business proficiency in Japanese, JLPT N2
- Conversational French and Spanish

EDUCATION & CERTIFICATIONS

- Bachelor of Arts in Asian Studies, Florida International University (FIU), Miami, FL
- CSSGB, Certified Green Belt in Lean Six Sigma, ASQ
- Project Management: Google Professional Certificate
- ATM Servicing Certificate (Diebold, Nixdorf, NCR)