

## Emily Wirtz

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### EXPERIENCE

**American Century Investments, Kansas City, MO**

**March 2020-Present**

**Corporate Services Coordinator**

- Internal shipping/receiving/mail service across 7 global offices
- Purchase order and invoice management for IT equipment and services

**Indigo Wild, Kansas City, MO**

**October 2019-March 2020**

**Order Picker**

**Parlor KC, Kansas City, MO**

**April 2019-January 2020**

**Floor Manager/Events Operations**

- Supervised full staff including bartenders, barbacks, bussers, servers, dishwashers
- Managed day-to-day operations when on duty, including opening/closing, shift money handling, data entry, problem solving
- Vendor communication, hiring and training new staff
- Event coordination: main contact for guests to plan events at Parlor; created operational processes to streamline communication regarding events; ensured operational success of events through communication with other managers and while Manager on Duty

**Summit Grill, Kansas City, MO**

**January 2019-April 2019**

**Server**

**Brilliant Earth, San Francisco, CA**

**Fulfillment Manager**

**October 2017-August 2018**

- Led Fulfillment team, with 4 direct reports; ensured that the team as a whole met several deadlines throughout the day
- Worked with other Operations Managers to create and accomplish departmental and company goals
- High-level analysis, research, and process improvement, within the company and with outside vendors

**Fulfillment Lead**

**March 2017-October 2017**

- Worked to accomplish company goals across several different departments and physical locations
- Led Fulfillment team to receive, process, and ship between 200 and 300 packages per day
- Leader in training new hires for Operations and Sales

**Operations Associate**

**February 2015-March 2017**

- Received, processed, and shipped out hundreds of packages per day
- Met several deadlines throughout the day
- Intradepartmental communication and process improvement
- Daily manufacturing vendor and FedEx communication

### EDUCATION

**The University of Kansas, Overland Park, KS**

- Full-Stack Web Development Certification - Coding Boot Camp
- Graduated: August 2020

**Creighton University, Omaha, Nebraska**

- Bachelor of Arts—College of Arts & Sciences      GPA: 3.5
- Graduated: May 2010
- Major: Spanish and Hispanic Studies; Minor: Business Administration