LUCY BULLEN

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EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY, College of Engineering   **Atlanta, Georgia**
Bachelor of Science in Industrial and Systems Engineering with Honor   *December 2017*
- Pacific Program Study Abroad (New Zealand, Australia, Fiji)   GPA: 3.21, Major GPA: 3.57
- *Relevant Coursework*: Engineering Optimization, Regression/Forecasting, Business Analytics, Supply Chain Modeling: Logistics, Manufacturing and Warehousing, Advanced Supply Chain Logistics, International Economics
- *Activities and Volunteer Experience:* SAA Mentor Jackets, Collegiate Panhellenic Council, Phi Mu Fraternity, Atlanta Mission, For the Kids at Georgia Tech, FreshGA

THOMAS JEFFERSON HIGH SCHOOL FOR SCIENCE AND TECHNOLOGY   **Alexandria, Virginia**

WORK EXPERIENCE AND PROJECTS

WILLIAMS-SONOMA INC.   **Columbus, Ohio**
Centralized Routing Operations Manager   *January 2018 – Current*
- Transitioned White Glove Delivery routing from local roles in 13 Hubs to 1 centralized team in Ohio
- Interviewed, developed roles, onboarded and manage 16-person Team
- Strategize and update Team goals and KPIs to align with Hub Network priorities
- Analyze large data sets using Excel and Descartes RoutePlanner to support Network initiatives
- Collaborate with and present results to multiple levels of management on projects/routing analysis
- Troubleshoot Network Descartes RoutePlanner questions
- Initiated and head Team document/template creation for sustainable, repeatable best practices

Operations Intern   *June 2016 – August 2016*
- Developed SOPs between Customer Service Escalations and Dispatching teams
- Analyzed, designed, and recommended new Cranbury Hub late truck dispatching process
- Generated various reports based off Descartes RoutePlanner delivery route and customer order data

ARTHUR M. BLANK SPORTS AND ENTERTAINMENT   **Atlanta, Georgia**
Senior Design Capstone Project—ISyE Senior Design Finalists   *May 2017 – December 2017*
- Collaborated with team of 7 ISyE students to develop food and beverage operation recommendations for the new Mercedes Benz Stadium "street pricing" structure
- Created demand forecasting model for concession stands to decrease during-game stock outs

TOYOTA NORTH AMERICA   **Lexington, Kentucky**
Internal Logistics Engineering Co-op   *May 2017 – August 2017*
- Suggested potential countermeasures to improve plant safety score by over 50%
- Developed improvements for ILE process of safety evaluations

Body-weld Production Engineering Co-op   *August 2016 – December 2016*
- Created 5 sub-assembly manufacturing process plans for model change; 2 confirmed jig designs implemented at TMMK
- Completed first step of Toyota problem-solving process on a high level inter-departmental communication
- Facilitated Plant, TEMA communication to complete team member Standard Work drafts for upcoming model change

GREENSKY TRADE CREDIT   **Atlanta, Georgia**
Process Management Intern   *August 2015 – December 2015*
- Worked to incorporate and sustain Lean Management System in GreenSky workplace
- Collaborated with internal teams to implement ideas into company policies and procedures

SKILLS

Technical: Descartes RoutePlanner, Qlikview, Microsoft Office Suite, Minitab, SQL, Python Data Manipulation: Basic Object Orient Programming, GUIs and Data Scraping, XML, R, MATLAB, Microsoft Visio
Managerial: Teambuilding, Performance Appraisal, Change Management