

## EDUCATION & CERTIFICATIONS

- Associates of Applied Sciences Degree - (January 2019-December 2020, Highline College)
  - Graduated with academic honors
  - Certifications in CAD Technology and Residential Interior Design

## PROFESSIONAL EXPERIENCE

### Administrative Support Specialist (*April 2021-Present*) – Tahoma School District

- Drive literary student development by providing analysis and feedback to teachers and students
- Develop new processes in a fast paced and rapidly changing environment
- Oversee safety standards and protocols per emergency preparedness operations
- Drafting forms and documents for company-wide distribution to faculty, parents and students

### Process Advisor (*October 2017-October 2018*) – Starbucks Coffee Co.

- Promoted internally to strategically establish/optimize new and existing processes and procedures to improve efficiency between intercompany and 3<sup>rd</sup> party agents within the call center
- Ability to communicate and understand cross-department needs and processes to achieve streamline success
- Evaluated and resolved gaps in information flow between Customer Contact Center and other business units
- Design enhancement to improve company workflow
- Liaison between Ops and CRM to support seamless development changes
- Delivered on efforts to build higher level of trust between the Field Support Center and Global Security Operation Center
- Provided operational guidance to help develop new Teavana Sunset and Starbucks Visa Card agent facing processes

### Supply Chain Analyst (*May 2015-October 2017*) – Starbucks Coffee Co.

- Onboarded the company's largest distribution customer accounts into new iTN processing system – Resulting in the automation of 1,700 purchase orders annually, equaling > 6 hours weekly time-savings
- Leader of project team which trained 3<sup>rd</sup> party copacker personnel on customer service compliance, and developed all new customer handling processes for the Seattle's Best Coffee liquid coffee business
- Awarded the Starbucks BRAVO! Award for contribution to the successful transition of moving the foodservice business operations to new Dallas distribution center
- Conducted pilot testing to highlight cost and time ineffective practices within the credit processing procedures – Resulting in creation of new processes and weekly time savings > 5hrs
- Reduced transportation costs by \$700k annually via freight consolidation efforts & analytics
- Reduced customer fines by 90% through negotiating shipping & receiving contracts and implementing new operational standards at the DC level
- Received Starbucks Global Supply Chain Award of Excellence for improving corporate green footprint

### Logistics Services Representative (*July 2013-May 2015*) – Starbucks Coffee Co.

- Identify cost and time ineffective operational trends – Spearhead corrective action and escalations
- Liaison between district managers and planning teams
- Created Customer Service guidelines for new Seattle's Best Coffee and Evolution Fresh product business

### Executive Personal Assistant (*September 2009-July 2012*) – Madrona Specialty Foods, LLC

- Structured internal sales, marketing, logistic and administrative processes and tools
- Executive level calendar/meeting/travel management
- Managed purchasing for office, product development team and tradeshow
- Created presentations for high level executives
- Oversaw tradeshow development, logistics and organization

## APPLICATIONS

Microsoft Excel | Sharepoint | Microsoft Word | Outlook | Google Docs/Sheets | Smartsheets | Oracle Software | QuickBooks  
NexGen | Visio | Kibana | CRM Software | Vitria | UPS Worldship | FedEx Insight | TMC Navisphere | GDSN | iTrade Network | Revit  
AutoCAD | Lumion | Sketchup | Adobe Photoshop | Adobe InDesign | Skyward