

**EDUCATION:**

**University of Pittsburgh, Pittsburgh, PA**

Joseph M. Katz Graduate School of Business

**Master of Business Administration**, Human Resources Management and Marketing

August 2016

GPA: 3.457/4

Six Sigma Green Belt

**College of Charleston, Charleston, SC**

**Bachelor of Arts**, Political Science

May 2012

President, Vice President, and Secretary of the Student Body

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**MBA CONSULTING EXPERIENCE:**

**UPMC-St. Margaret, Pittsburgh, PA**

Student Six Sigma Consultant

January 2016-April 2016

- Project lead for project dealing with waste reduction of multi-dose inhalers as part of take home program.
- Developed project plan and documentation of DMAIC methodology.
- Developed detailed process maps for hospital discharges.
- Provided short-term, medium range, and long-term scalable recommendations.
- Completed Six Sigma Green Belt training.

**Westinghouse Electric Company, New Stanton, PA**

January 2015-May 2015

Student Consultant

- Analyzed global sales data for Nuclear Parts business during a multi-billion dollar sales period.
  - Created a tactical sales prediction tool using existing data that more closely defined their business cycle.
  - Developed strategy for transition in sales model, implementation of a data analytics, and a data visualization platform.
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**PROFESSIONAL EXPERIENCE:**

**InfoMart**, Moon Township, PA

August 2015- Present

**Senior Corporate Accounts Representative at FedEx Ground HQ**

- Promoted to account management role on FedEx account with responsibility for two direct reports.
- Lead customer service for FedEx Operating companies as well as generating and closing sales leads.
- Provide expertise on criminal charges, FCRA, EEOC, and CFPB compliance.
- Achieved FCRA Basic Certification through the National Association for Professional Background Screeners.
- Trained new employees on servicing FedEx and Vendor Accounts.

**Corporate Accounts Representative**

February 2013 –July 2015

*Hired by InfoMart from Randstad Work Solutions to be the on-site liaison at FedEx Ground HQ.*

- Partnered with senior management to maintain excellent customer service.
- Re-designed and implemented driver background screening process to reduce turnaround by 20%.
- Led annual project for completion of 50,000+ contractor driving record reports in 4 weeks.
- Developed and initiated a process that reduced turnaround for Canadian background checks by 75%.
- Generated/closed sales leads for a 5% increase annual account revenues each year.
- Supported client during ATS transition from WorkScape to Kenexa Brassring.

**Randstad Work Solutions, Marietta, GA**

July 2012 – January 2013

**Temporary Corporate Accounts Representative working for InfoMart**

- Responded to status requests and provided turnaround estimates for background checks to clients during peak season.
- Interpreted motor vehicle reports and criminal history.