

Jenna K. Hoppe

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Objective

A full time position with a company in the manufacturing field where I can help to improve product quality and production process.

Education

Purdue University, West Lafayette, IN
Bachelor of Science, May 2008
Industrial Technology

Technical Skills

- 30 hours OSHA Certified
- Proficient in AutoCAD, IronCad, SolidWorks, NC Programming, Microsoft Visual Basic, and Microsoft Office

Activities

- National Association of Industrial Technology N.A.I.T. member
- Professional Association of Industrial Distribution P.A.I.D. member

Relevant Courses

- Lean Manufacturing, Operations Management, Production Planning, Industrial Organization, Supply Chain Management, Quality Control, Sales Management, Industrial Safety, Technical Writing, Public Speaking, Economics and Physics
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Professional Experience

Speedway, West Lafayette, IN

Assistant Manager: *July 2007 – January 2008*

- Schedule and supervise 6-10 employees
 - Report weekly on sales and inventory
 - Implemented Blue Cube – Web Based ordering system
- Customer Service Representative: *June 2005 - June 2007*

- Handled money
- Resolved customer issues
- Performed duties imperative for 100% customer satisfaction

Teleservices, Lafayette, IN

Call representative: *October 2003-December 2005*

- Gained communication skills through interaction with customers
- Resolved customer complaints

Burger King, Muncie, IN

Production Leader: *January 2001 – August 2002*

- Supervising 4-7 employees per shift
- Handled money and bank deposits

Crew: *June 2000 – December 2000*

- Acquired Customer Services skills