

# JESSICA L. DAUGHERTY

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## OBJECTIVE

To demonstrate my potential in Operations Management working with a diverse cutting edge company.

## EDUCATION

**The Ohio State University**  
**B.S. Operations Management**  
**HEC Paris School of Management**  
**International Exchange Program, Master of Science in Management**

Columbus, OH  
Expected June 2010  
Jouy en Josas, France  
Fall 2008

## OPERATIONS EXPERIENCE

**Cocosa (E-Commerce Luxury Brands)**  
**Operations Assistant**

London, UK  
June 2009 - August 2009

- Managed Stock for sales coming in and out of office
- Supervised the shipments of stock coming to from suppliers and the warehouse
- Organized excel spreadsheets of inventory and its location
- Created worksheets for inventory cost sheets and receipts of orders
- Made phone calls to designer companies of the status of their product
- Received and assembled shipments of orders
- Resolved issues with suppliers or photography of delays, shortages, or missing product information

## CUSTOMER SERVICE WORK EXPERIENCE

**Diebold Federal Credit Union**  
**Customer Service/Marketing Representative**

North Canton, OH  
July 2007 – September 2008

- Developed and marketed a new kids and teens money saver program
- Assisted members with financial transactions such as cashing checks, making deposits and opening or closing accounts.
- Dispersed and closed loans to members.
- Managed thousands of dollars in all types of money tenders daily.
- Conducted credit history, Identity checks, and legalization of members.
- Answered on average 30+ calls a day, assisting in customer decision-making and product knowledge.
- Performed multiple office duties in an organized diligent manner.

**Best Buy**  
**Customer Service Specialist**

North Canton, OH  
July 2005 – January 2009

- Interacted and communicated professionally with customers daily.
- Multi-tasked by answering phones, and talking to customers in person.
- Financed credit card applications with account shield.
- Processed returns, exchanges, product look-up, and bestbuy.com orders.
- Sold Product Service and Replacement Plans to customers.
- Trained and supervised over 30 people to run the register, and learn the policies.
- Completed the store totals report and cash and check worksheet after closing.
- Balanced drawers and filled out over/short worksheets.
- Handled currency of over tens of thousands in cash, check, and travelers checks.
- Sold products throughout the store when in need of assistance

## HONORS AND CLUBS

- PSMA (Purchasing and Supply Management Association) Director of Organizational Development, 2009
- French Connection, 2009
- Alpha Lambda Delta- Honor Society, inducted 2007
- Phi Eta Sigma- Honor Society, inducted 2007
- National Deans List, 2007