

JOEL WADE ELDER

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Motivated and resourceful professional with five years of proven business management experience. Geared to producing quality results by leveraging strong business acumen and ability to build and maintain positive relationships by uplifting and motivating others. Strengths include:

- Workforce Management
- Bilingual English/Spanish
- Problem Solving
- Budget Management
- Interpersonal Relations
- Communication

PROFESSIONAL EXPERIENCE

Technical Support III, Citigroup Inc. Columbus, Ohio 2008-2009

- Assigned 20 associates to teams in order to meet daily production goals
- Performed duties as liaison both internally and with external customers and suppliers
- Doubled daily production through process improvement and reorganization
- Trained new employees as well as developed veteran associates
- Conducted daily turnover and interdepartmental meetings
- Introduced innovative inventory management system using Economic Order Quantities in order to drastically reduce costs and better utilize space available.
- Developed and authored Standard Operating Procedures for Statements department
- Received numerous Citi Star Player awards for initiative and implementation of innovative ideas, process improvement, and associate development
- Championed various programs including; Voice of the Employee Survey, Compliance Training, Safe TS, Fire Warden, Spirit Team

Volunteer Missionary Montevideo, Uruguay 2005-2007

- **Traveling Assistant to the President** - Showed by example how to work, organized 180 missionaries into companionships throughout the country, created and taught effective methods
- **Zone Leader** - Served 6 months supporting and inspiring district leaders, spanning 11 regions, serving as an intermediary between district leaders and mission president, presented plans, teachings, and principles self-developed as well as those directed by the mission president
- **District Leader** - Served 3 months supervised 8 missionaries in 4 regions explaining, demonstrating, practicing, and evaluating principles and strategies to improve overall effectiveness
- **Trainer** - Responsible for full training of new missionaries that just arrived to the mission field teaching principles, physical well-being, mental and emotional health

Manager, Joseppi's Pizza Harrisburg, Ohio 2000-2005

- Managed full life-cycle of employment for shift teams of 17 employees including interviewing, hiring, employee relations and termination
- Coordinated weekly schedules for all employees
- Administered all aspects of the business, process standardization and improvement, organization, supply chain, and inventory
- Resolved all customer service problems and inquiries
- Tracked, reported and deposited all daily income and outcome
- Increased sales by 71%
- Researched and developed strategies in order to reduce costs and maintain increasing profit

EDUCATION

THE OHIO STATE UNIVERSITY, Columbus, Ohio Graduation June 2010
Bachelor of Science Operations Management, Fisher College of Business

ORGANIZATIONS AND VOLUNTEER EXPERIENCE

- **PSMA**, member of Purchasing and Supply Management Association 2009-present
- **Welfare Services**, Aid in distribution of goods to those in need 2004-present
- **March of Dimes**, Participated in fundraising and Walk for Babies 2000-2000
- **Sunday School Teacher**, Taught 16-18 year old class
- **Church Youth Basketball**, Coached team