

Heather L. Ferris

Heather.L.Ferris@wmich.edu

1510 Vickery, Portage MI 49002 (269)720-3264

OBJECTIVE

Highly motivated, energetic, and eager to learn individual with a strong work ethic looking to obtain an internship for summer 2009, where I can apply my skills I have learned in Supply Chain Management.

EDUCATION

Western Michigan University, Haworth College of Business Kalamazoo, MI
Bachelor of Business Administration Expected Graduation: December 2009
Major: Integrated Supply Chain Management

RELEVANT COURSEWORK

Engineering Graphics, Process and Materials in Manufacturing, Purchasing Management, Manufacturing Logistics, Integrated Materials Systems

WORK EXPERIENCE

Colonial Kitchen

Kalamazoo, MI

Server

September 08-Present

- Demonstrated good customer service while working with all sorts of different people
- Enjoyed the fast paced environment
- Enhanced my multi-tasking ability by working with 6 or more tables at once

Cheeseburger in Paradise

Kalamazoo, MI

Server

August 07- May 08

- Handled large sums of money and calculated correct change for customers
- Demonstrated good customer service getting the right orders out fast
- Supported and assisted coworkers to keep the restaurant running smoothly and ensuring a pleasant experience for everyone

Kansas City Dip 'N' Grill

Kalamazoo, MI

Bartender/ Server

March 07- August 07

- Developed a relationship with the regular customers learning their names, drinks and food orders
- Organized system keeping all the drinks on the right tab
- Made sure that the servers got their drinks out promptly

PROFESSIONAL DEVELOPMENT

Delta Sigma Pi (DSP) - Professional Business Fraternity
Social Chair

Fall 06-Present
December 06-May 07

APICS- American Production and Inventory Control Society
Events Coordinator

January 08- Present
Present

Stryker Instruments- Project in the Commodities Market

Fall 08