

# Trisha L. Terns

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## OBJECTIVE

Seeking an internship in the field of Supply Chain Management where SAP skills, logistics knowledge, and teamwork experience are valued.

## EDUCATION

### Western Michigan University, Haworth College of Business

*Bachelor of Business Administration*: Integrated Supply Management

*Minors*: Statistics, General Business

*Expected graduation*: December 2009

*Overall GPA*: 3.58

#### Related Courses:

- ◆ Product Management and Control
- ◆ Seminar in Management: SAP
- ◆ Purchasing Management
- ◆ Quality Assurance and Control
- ◆ Manufacturing Logistics
- ◆ Multiple Statistics Courses

## EXPERIENCE

- SAP Help Desk**, Haworth College of Business, Western Michigan University 1/2009 – Current
- ❖ Clarify SAP projects for students giving them a better understanding of the software
  - ❖ Review SAP projects for faculty to ensure accuracy
- Community Assistant**, Allen & O'Hara Education Services, Inc. 9/2007 – 6/2008
- ❖ Managed student housing by handling leases and clerical work to attain our goal of 95 percent capacity
  - ❖ Marketed the apartment complex through on- and off-site events to promote our company and team
  - ❖ Interacted with community residents during events in order to get to know them better
- Intern**, White House Financial & Settlement Consulting, LLC 5/2007 – 8/2007
- ❖ Analyzed and managed financial reports for clients to satisfy their financial situations
  - ❖ Generated quotes for our structured settlement division in order to provide the best possible amount for our clients and their families
  - ❖ Oversaw client consultations in order to better understand financial counseling
- Teller**, Chelsea State Bank 5/2006 – 5/2007
- ❖ Provided customer service to ensure accurate and up-to-date transactions
  - ❖ Managed new and old customer accounts to guarantee account satisfaction

## SKILLS

- ❖ Bilingual at an Intermediate Spanish level
- ❖ Experience in Microsoft Office, SAP, SAS, Minitab, CAD, Morningstar

## ACTIVITIES & HONORS

- ❖ 2<sup>nd</sup> Place at the 2009 Great Lakes Case Competition – The Association for Operations Management (APICS)
- ❖ Active member of APICS, currently running for a position as Secretary
- ❖ Kellogg Company Project Management Workshop
- ❖ International Studies Abroad (ISA) - Heredia, Costa Rica
- ❖ Western Michigan University Dean's List
- ❖ Chelsea Education Foundation Scholarships
- ❖ Volunteer Work
  - PeaceJam Mentor – Michigan, guiding students in their service learning projects
  - Edison Elementary – Michigan, math tutor for a 5<sup>th</sup> grade class
  - Private Christian School – Heredia, Costa Rica, taught English to a 1<sup>st</sup> grade class
  - Pretty Lake Vacation Camp – Michigan, cleaned and prepared rooms for incoming children
  - Alternative Winter Experience – Louisiana, Hurricane Relief
  - Youth Mission Trip – South Dakota, built bunk beds