

Sofia Liu

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EDUCATION

University of Massachusetts Amherst
Isenberg School of Management

Amherst, MA

Bachelor of Business Administration in Operations & Information Management

Candidate, May 20XX

Concentration: Supply Chain Management

- Cumulative GPA: 3.64; Dean's List
- Presidential Scholarship; Isenberg Fellows' Program

Relevant Coursework

Supply Chain Management

- Researched advances in technology facilitating improvement in supply chain infrastructure and operations efficiency

Supply Chain Analytics

- Completed team assignments and projects, case studies, and supply chain simulations related to analytics and data as it relates to customer service, transport strategy, SC coordination, inventory management, and location strategy

EXPERIENCE

Waters Corporation

Milford, MA

Global Supply Chain Planning Intern

May 20XX - August 20XX

- Analyzed supply chain for recent acquisition of life science company resulting in 17% improvement in operations
- Created ~30 purchase orders daily leaving distributions centers in Ireland, Singapore, and US locations to satisfy demand and balance stock between global receiving locations by utilizing SAP and Microsoft Excel
- Streamlined processes with SAP resulting in 10% improvement in operations timeliness to receivers
- Reported to Senior Director on supply chain strategy improvement and progress on quarterly departmental objectives

Bright View Senior Living

North Andover, MA

Senior Living Operations Assistant

September 20XX - August 20XX

- Supported senior living operations by coordinating and managing daily administration for facility
- Proposed and implemented solutions to efficiently address inquiries, concerns, and requests for 20+ residents
- Maintained exceptional customer service during high-volume, fast-paced operations to meet resident needs
- Managed food preparations and served individualized food plans for ~20 residents
- Contributed to staff training and development by training 10 new hires on server etiquette and dietary/allergy restrictions resulting in successful implementation of resident dietary plans

Fuddruckers Restaurant

Lawrence, MA

Sales Associate & Cashier

November 20XX - April 20XX

- Managed ~200 food and beverage orders and assisted customers with menu, dietary preferences, and allergies
- Greeted 200+ customers daily and answered numerous calls to address customer questions and meet guest needs

LEADERSHIP

Operations & Information Management Club

September 20XX - Present

Alumni Relations Chair

- Serve as point-of-contact for Isenberg OIM alumni in order to bridge connections between graduates and students
- Organize alumni panels and industry-focused career events to expand knowledge of potential career pathways
- Utilize interpersonal communication and leadership skills to create and manage meaningful relationships with members

Protect Our Breasts (POB)

May 20XX - August 20XX

Operations & Marketing Intern

- Executed annual customer relationship management database scrub; contacted 54 chapters to increase efficiency in operations and communications, with nearly 70% secured
- Managed and tracked internal affairs using Airtable to maximize communication efforts by analyzing membership and attendance, and identifying and cultivating promising leads to ensure smooth succession planning
- Leveraged 50+ B2B partnerships with brands via customized Airtable pitch proposals to reach wider audience
- Increased public awareness of POB mission by cultivating relationships with partner healthy lifestyle organizations

SKILLS

Computer: Microsoft Excel, Word, PowerPoint; Tableau; SAP; PowerBI; Python; Zoom; Airtable

Language: Fluent in Cantonese