



DIANNA BUSTOS

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- My objective is to find a suitable work environment filled with wonderful coworkers, where we can work together to help each other when we need help. One of my main goals is to provide good communication within the work environment to provide the best service possible. I strongly believe that these are very important attributes to acquire in order for an organization to be successful. Having good communication and a better work environment between employees can help increase work productivity. We all need to work together and help each other because in the long run it will help us expand our horizon and improve our work environment. I plan to put everything that I have to help this organization succeed. All my life I have always completed everything that I set my mind to and I don't plan on stopping now. No matter how hard the task is, one way or another I will complete it because that's the kind of person I am.

Authorized to work in the US for any employer

WORK EXPERIENCE

Lean Manufacturing Specialist

PACE EDWARDS - Centralia, WA

August 2016 to Present

AUGUST 10, 2016 - NOVEMBER 27 2018 (CURRENT)

- My responsibility is to assist with the implementation of Lean Manufacturing goals and strategies for improving the operations and processes within the organization. My job is to evaluate continuous improvement activities, facilitate, train and implement plans to optimize performance and process within the organization. With this position I have increased my Excel Sheet experience by having to create forms and programs to help organize and achieve continuous improvement in the Company. This job also requires writing reports and gathering data each month and reporting to management on a daily basis. Another requirement for this position is to complete a project, create a PowerPoint and present it to other companies.

Manager

LUPES HOT TAMALES

September 2014 to June 2017

RESTAURANT SEPTEMBER, 2014-JUNE 13, 2017

- My responsibilities consisted of greeting customers, checking inventory, checking sales and organizing books. Working as a manager of the restaurant I was in-charge of making sure that all employees followed the company requirements and that customers were satisfied with our services. I've worked as a manager for many years and have a lot of experience with requirements and regulations.

Internship (100 HR)

PACE EDWARDS - Centralia, WA

April 2016 to June 2016

My responsibility was to facilitate and help leads report back to corporate at the end of each month. It took a lot of communication skills and listening skills to make this happen. There were a few that were not too excited about the new changes, but it was my responsibility to properly train them on how to use the new system. In order to make it easy and simple for the leads to report back I took all of their suggestions and combined them into one. With this information I created an excel sheet that calculated all the information that corporate wanted and simplified it to what the leads needed. The leads don't have to do anything because I programmed the excel sheet to do all the work, all the leads need to do is input the information. Once I created the Excel Sheet I trained all team members on how to input the information and did a walkthrough of the Excel Sheet, so they understood how it worked. Everyone was very happy with the results I had a lot of fun working on this project. At the end everyone was very happy and excited to do this. I would say that this was one of my biggest accomplishments.

Library Assistant

KIRK LIBRARY - Centralia, WA

September 2015 to June 2016

My responsibilities consisted of multiple tasks; shelve reading, microfilm, front desk, helping students, filing, working with Microsoft and excel, sending out fine and fees, checking in books, checking out books, organizing and making sure that the library was clean. I also helped train new team members, by showing them the processes and helping them with any question or concerns they might have. I feel like I have learned a lot of new things. Everyone was very proud and happy with the work I provided them with. I helped them with multiple situations especially when it came to using the computer.

Administrative Assistant

EAGLE CONSTRUCTION

2009 to 2010

My responsibilities consisted of using quick book, answering phone calls, making appointments, calling back customers, creating excel sheets and reporting to management on a daily basis. This job helped me learn how to approach different types of personalities and how to help individuals that had concerns. Always making sure I had the tools necessary to help them with anything they might need to make their visit pleasant.

EDUCATION

BACHELOR OF SCIENCE in PSYCHOLOGY

WASHINGTON STATE UNIVERSITY

December 2019

BACHELOR OF APPLIED SCIENCE in MANAGEMENT

CENTRALIA COLLEGE

July 2016

ASSOCIATE in ARTS

CENTRALIA COLLEGE

2010

SKILLS

- **MANAGEMENT**

- Organizing data and helping with communication problems with other employees. One of my specialty is to get people together and help them resolve their issues. I believe that it is important to understand other employee's perspective in order to truly understand them. I understand that communication can be a big issue for many organizations and sometimes it can decrease productivity. But if we are somehow able to truly understand other people and be open to new ideas we might be able to make better decisions that would benefit everyone involved. **SALES**

- Being a good sales person it is important to know your customers wants and needs. I like to get to know my customers its very interesting talking and communicating with them. I listen to what they need and what they want and try to find the best fit for them. Customers are very important without them we wouldn't have a business to begin with. So, when a customer has something to say I listen to them and try to do my best to help them. If we provide good customer service, then the likelihood of that customer returning is higher not to mentioned that if they like our services they are more likely to recommend us to family and friends. **COMMUNICATION**

- **COMMUNICATION**

- It is very interesting how much I can learn from listening and watching other people. I especially like to listen and pay attention to what other people are doing. To me it is important to get to know people around me because it helps me improve my communication skills. Everyone is different and they all have different personalities, so it is important for me to be aware that not everyone should be communicated the same way. **LEADERSHIP**

- In my past I have facilitated many group project were I had to take charge because no one wanted to do it. The first thing that I do is get to know my team and then I gather everyone's ideas and input about the project. We work together as a team and come up with a list of things that needs to be done. I have also done some training courses for employees and showed them how to communicate and work together as a team. **OTHER THOUGHTS**

- I have recently learned about lean manufacturing this is a method that helps eliminate and reduce waste or any activity that uses a lot of resources. I personally like the lean manufacturing concept because it doesn't only help the company reduce waste but it also has good environmental benefits. I would also like to take some time to discuss additional skills that I feel will be very beneficial to this company. I have done research as a psychology student so I am familiar with graphs and scatter plots.

- Microsoft Office

- Lean

- Restaurant Management

- Root Cause Analysis

- Six Sigma

- Supply Chain

- Production Management

- Manufacturing

- Process Improvement

- 5S

- Lean Six Sigma

- Project Management

ASSESSMENTS

Receptionist — Proficient

February 2020

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: https://share.indeedassessments.com/share_to_profile/e898dc5e7cc6e474363b22d7b3bd7b5ceed53dc074545cb7

Customer Service — Proficient

December 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: https://share.indeedassessments.com/share_to_profile/c3415dfd462964f0041230ef0e147383eed53dc074545cb7

Attention to Detail — Familiar

April 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: https://share.indeedassessments.com/share_to_profile/e192ccc6e7e4d332af048707dced1b6eed53dc074545cb7

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.