# Olivia Ivanovski

*Product Management Aspirant*

South Jordan · UT · US

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## Summary

Detail-oriented professional with over 12 years of experience in customer-facing and operational roles across retail and service industries. Proven ability to manage daily operations, support team collaboration, and deliver excellent customer experiences in fast-paced environments. Adept at using digital tools for task organization, data entry, and workflow coordination. Recently pursuing foundational knowledge in product management principles, including agile methodologies and user-centered design. Seeking to transition into a Product Manager role where strong organizational skills, a learning mindset, and a passion for solving user problems can support the development of intuitive, data-informed SaaS solutions.

## Experience

### Retail Operations Supervisor at Utah MarketPlace Retail Group

01 Mar 2018 – Present

Oversaw daily operations for a mid-sized retail store with 18 team members, ensuring smooth workflow during peak and off-peak hours. Managed inventory cycles, reducing stock discrepancies by 12% over 18 months through improved tracking and staff training. Utilized POS systems to process sales, returns, and exchanges with 99% daily transaction accuracy. Collaborated with regional managers to implement new store layout designs based on customer flow analysis, resulting in a 7% increase in front-end sales. Documented recurring operational issues and proposed solutions during weekly team meetings, improving internal communication. Trained 25+ new employees on company policies, customer service standards, and inventory procedures. Compiled weekly operational summaries for management, including sales data, staff attendance, and customer complaints.

* Led a team initiative to digitize daily shift logs using Google Sheets, improving handoff efficiency between shifts and reducing miscommunication by an estimated 20%.

### Customer Service Associate at QuickServe Grocery & Pharmacy

01 Jun 2014 – 01 Jan 2018

Provided customer support at checkout, information desk, and online order pickup areas. Handled customer complaints with empathy and resolution-focused communication, maintaining a 94% satisfaction rate in post-interaction surveys. Supported pharmacy team by managing intake of prescription refill requests via in-store kiosks and phone, though not involved in clinical decisions or medication handling. Maintained store organization and restocked high-demand items using daily inventory reports. Participated in team meetings to discuss customer pain points and suggest store improvements, such as streamlining pickup queues. Utilized internal systems to track orders, update customer account data, and flag discrepancies.

* Recognized as "Employee of the Quarter" twice for consistent performance, reliability, and positive customer feedback.

### Administrative Assistant / Front Desk Coordinator at Summit Financial Group

01 Sep 2012 – 01 Apr 2014

Provided front-line support by managing incoming calls, scheduling client meetings, and coordinating office logistics. Organized and maintained digital and physical client files, adhering to confidentiality and compliance guidelines. Created routine reports for team leads using Excel, including appointment summaries and client follow-up logs. Assisted in rolling out a new document management system by collecting user feedback and identifying common workflow bottlenecks. Coordinated monthly team meetings, prepared agendas, and distributed minutes via email.

* Streamlined the visitor sign-in process using a tablet-based form, improving data capture and reducing check-in time by 30%.

## Education & Training

### Bachelor of Arts, Communication Studies

University of Utah

– 01 May 2012

## Skills

Customer Service, Operations & Administration, Collaboration & Communication, Problem Solving & Organization, Digital Tools, Product Management Foundations

## Certifications & Credentials

### Certified Scrum Master (CSM) | 2024-10-01

### Google Project Management Certificate | 2024-12-01

Coursera

### Utah Food Handler Permit | – Present

## Awards

### Employee of the Quarter | – Present

QuickServe Grocery & Pharmacy

Recognized as "Employee of the Quarter" twice for consistent performance, reliability, and positive customer feedback.

## Interests

### Professional & Personal Interests | – Present

* User experience design
* productivity apps
* hiking in the Wasatch Range
* community organizing
* reading about behavioral psychology in design

## References

### – Present