

# Olivia Baumann

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## EDUCATION

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- B.S.B.A. International Business & Management** Aug. 2018 – May 2021  
*Drake University, Des Moines, IA*
- A.A. Liberal Arts** Aug. 2016 – May 2017  
*Des Moines Area Community College, Ankeny, IA*

## EXPERIENCE

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- Operations Program Analyst Intern** Jun. 2020 – Aug. 2020  
*Facebook, Fremont, CA*
- Drove cross-functional partnership across seven infrastructure data center teams as the lead project manager, piloting a new process that transformed the future data eradication operating model
  - Collaborated with executives to develop design requirements and product specifications to be implemented fleetwide across 17+ data centers worldwide.
- Operations Analyst Intern** Jun. 2019 – May 2020  
*Businessolver, West Des Moines, IA*
- Directed the administrative functions for and collaborated with a team of 10 interns in streamlining the accessibility of customer information with an emphasis on inclusive practices and end-user satisfaction
  - Engaged with organizational process assets, such as quality assurance metrics, in implementing and conducting weekly Critical-to-Quality checks for an artificial intelligence customer service application
- Business Systems Analyst Intern** Jun. 2018 – Aug. 2018  
*Berkley Technology Services, Urbandale, IA*
- Collaborated with the IT Governance, Risk and Compliance team on risk mitigation by testing control standards to ensure continuous quality and efficiency across company operations
  - Developed modifications and updates of internal control procedures through quarterly audits, resulting in reduced bottlenecks, improved company processes, and a rewrite of the IT Compliance handbook

## LEADERSHIP

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- Vice President of Community Service** May 2019 – Present  
*Alpha Kappa Psi Professional Business Fraternity, Drake University, Des Moines, IA*
- Organize both on and off campus service events for fraternity members to give back to our community
  - Collaborate with other organizations and universities for larger service and networking opportunities
- Principal Leadership Conference Invitee** May 2018 – May 2018  
*Principal Financial Group, Des Moines, IA*
- Selected from a highly competitive applicant pool for a 3-day conference on leadership in industry
  - Participated in workshops pertaining to diversity, inclusion, empathy, confidence, and communication

## COLLEGE ACTIVITIES

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- Member of Scholarship and Red Dress Gala Committees, Alpha Phi Intl. Fraternity Sep. 2018 – Present
- Member of Service Committee, Alpha Kappa Psi Professional Business Fraternity Sep. 2017 – Present

## SKILLS

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**Technical:** Microsoft Access, Project Management Information Systems, Microsoft Office, Data Analysis  
**Interpersonal:** Critical Thinking, Public Speaking, Lean Methodologies, Conflict Resolution, Facilitation