

Ethan Daukas

Surprise, AZ 85378

(623) 302-4754

edaukas@outlook.com

www.linkedin.com/in/ethan-daukas

EDUCATION - 2022-Present

W. P. Carey School of Business, Arizona State University, Tempe, AZ

Bachelor of Science, Management

Bachelor of Arts, Business Law

Bachelor of Arts, Global Logistics Management

Certificate, International Business Studies

- Awards: Six-time New American University Scholarship Recipient
- GPA: 3.98, Dean's List All Applicable Semesters (Fall 2022-Present)

Anticipated graduation – May 2026

PROFESSIONAL EXPERIENCE

Operations Intern, DHL Supply Chain, Goodyear, AZ

May 2025 – Present

- Led a capstone project to optimize warehouse operations, presenting final recommendations to DHL executives; collaborated with cross-functional teams to identify process improvements, reduce inefficiencies, and drive KPI goals.
- Utilized WMS and data analytics to inform decision-making, while gaining hands-on experience in supply chain execution, labor planning, inventory control, and continuous improvement (LEAN/Six Sigma)

Logistics Associate II, Pinnacle Transplant Technologies, Phoenix, AZ

Oct 2024 – Jan 2025

- Received all supplies, facilitated order fulfillment and daily order reconciliation to accurately manage inventory
- Responsible for coaching all level I Logistics Warehouse Associates to foster their professional development

Logistics Associate I, Pinnacle Transplant Technologies, Phoenix, AZ

Feb 2024 – Oct 2024

- Worked with customer service, other warehouse associates, and shipping & receiving to ensure orders are fulfilled on time and picked/staged accurately, resulting in a 30% decrease in customer complaints
- Executed the order fulfillment process including creating tickets based on product availability using the inventory tracking system

Senior Manager, Chick-fil-A Thunderbird, Glendale, AZ

Dec 2023 – Feb 2024

- Entrusted with training upcoming leaders and supporting current leaders in producing excellence
- Reset back of the house operations to increase accuracy and speed of service through focused, intentional training, causing a marked increase in customer satisfaction

Kitchen Manager, Chick-fil-A Thunderbird, Glendale, AZ

March 2023 – Dec 2023

- Ensured shift operations for my area run smoothly by delegating tasks to team members and mitigating any problems through conflict resolution
- Instituted senior leadership's directives to elevate the quality of food served through clear communication and training resulting in increased customer satisfaction

Team Leader, Chick-fil-A Thunderbird, Glendale, AZ

Jan 2021 – March 2023

- Worked with the back of the house ensuring proper food safety methods were followed to serve safe food
- Delegated opening tasks to prepare for the day's operations to set up both the current and next shift for success

SKILLS & ACTIVITIES

Technical Skills:

Microsoft Office Suite; Adobe Creative Cloud; Tableau proficiency; Google Workspace proficiency

Volunteer Service:

Peoria Public Library

CrossTrain Church

Jan 2015 – Jan 2021

July 2020 – Sept 2024

References available upon request