

Ethan Daukas

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EDUCATION - 2022-Present

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

Anticipated graduation – May 2026

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)

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

Jan 2015 – Jan 2021

CrossTrain Church

July 2020 – Sept 2024

References available upon request