

NOAH FETTER

nfetter24@gmail.com | 913-660-4289 | 9614 W. 128th Terrace, Overland Park, KS 66213

EDUCATION

Southern Illinois University Edwardsville (SIUE)
Bachelor of Science in Economics and Finance

Edwardsville, Illinois
August 2017-December 2020

- Dean's List: Spring 2018, Fall 2019, Spring 2020

Master's in Business Administration (MBA)
May 2022

January 2021-

- Area of focus: Project Management

NCAA Division 1 Men's Soccer Team

- Participated in the school's Division I soccer program
- All Mid-American Conference academic team 2018
- All Mid-American Conference honor roll 2020-2021

WORK EXPERIENCE

Amazon

June 2023

Operations Manager II

- Support, mentor, and cultivate positive team dynamics with the hourly workforce
- Managing safety, quality, productivity, and customer delivery commitments
- Collaborate with all support teams (e.g. Safety, Engineering, Loss prevention, Quality assurance, and HR to develop and implement standard operating procedures to drive business objectives
- Reduced customer shipment misses by about 87% per day for annual cost savings of \$600,000
- Implemented enhanced safety compliance training across 5 departments and performed 2225 audits resulting in a 10% reduction in musculoskeletal injuries, within the first four months
- Project lead for Amazon Robotics facilities' pilot. Throughout the 3 months of this project, my shift averaged the highest compliance rates throughout the 9 pilot program sites
 - This initiative led to the cross-training of more than 1800 associates and led to downward trends in musculoskeletal injuries
- Improved department inclusion scores, as rated by associates, by 12% through various inclusion and recognition initiatives
 - Inclusion scores were tracked through questions such as "Does your manager make you feel valued at work?", "Are you treated with respect by your manager?", and "Are you treated fairly at work?"
- Cost subject matter expert for both day shifts

Operations Manager I

June 2022

- Led team of 150+ associates and 3 process assistants in attaining productivity and quality goals
- Served as interim Operations Manager III over a team of other operations managers to achieve shift ends averaging 113% to plan
- Consistently achieved the highest leadership score (average 94%) from direct staff
 - Leadership scores were tracked through questions such as "How well your manager motivates you?", "How good is your manager at making work-related decisions?", and "How good is your manager at communicating effectively?"
- Assigned by senior leadership to conduct leadership discussions and set goals with underperforming managers

SS&C Technologies

Summer 2021

Product Management Intern

- Collaborated with various teams to develop and update retirement plan products including:
 - Plan Investments Plus
 - Plan Health Dashboard
 - 529 Plan database
- Proactively researched and increased my knowledge of the retirement industry and retirement plans

Summer 2019

American Academy of Family Physicians

Project Management Intern

- Gained and implemented knowledge of everyday project management tasks and organization of people
- Administered census for residency programs, utilized for recognition of company goals, and improved census response rate from 50% to 98%