

Ayub Ali

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EDUCATION

University of Minnesota Twin-cities, College of Liberal Arts

May 2028

Intended Major: Economics - Business Emphasis

Cumulative GPA - 3.0

WORK EXPERIENCE

Crew Trainer

July, 2022 – March, 2024

Mcdonald's

- Trained and coached new hires on company standards and safety procedures using a step-by-step handbook and PowerPoint slides, resulting in faster onboarding and zero safety violations during their first month
- Assisted in food preparation by operating fryers, grills, and prep stations while following HACCP guidelines, helping maintain consistent product quality and pass all health inspections
- Guided team members during peak hours by demonstrating efficient workstation layouts and giving real-time feedback, which increased order speed and reduced errors
- Collaborated with crew to coordinate shift handovers and resolve service bottlenecks, keeping customer wait times low and ensuring continuous operation
- Implemented daily shift checklists in Excel and monitored sanitation compliance, leading to improved cleanliness scores and consistent adherence to food safety standards

Healthcare Operations & Consulting Externship

June 2026 – August 2026

Extern

- Mapped acute mental health case-management workflows across care transitions, revealing coordination gaps, hidden risks, and unclear ownership affecting continuity of care
- Diagnosed systemic workflow failures and invisible coordination work using root cause analysis, translating operational issues into structured, actionable risk insights
- Prototyped a work-quantification dashboard concept to translate case management activities into metrics supporting staffing, risk management, and value communication
- Presented recommendations and findings to clinical leadership and operations teams, enabling evidence-based process improvements and strategic planning decisions

LEADERSHIP EXPERIENCE

Peer Mentor & Tutor

January, 2023 – Present

Self-initiated Program

- Provided informal academic support and tutoring in core subjects to peers.
- Assisted non-native English speakers with language translations and with words comprehension.
- Developed personalized study plans for students to strengthen their academic areas.
- Organized small peer study groups and led weekly sessions to encourage collaboration and accountability.

SKILLS/CERTIFICATES

Language: Fluent in (Somali); Conversational Proficiency in (swahili, English & Arabic).

Technical Skills: Microsoft Suites (Word, Excel, Powerpoint), Rstudio & Google Workspace.

Interpersonal skills: Peer mentoring, Time management, team facilitation, leadership, problem solving.

AWARDS/INTEREST

Tech enthusiast, International relations, community soccer, Language learning, Videogames.