Madeline M. Pierce

800 E 620 S, B230, American Fork, UT 84003
(360) 450-1141 | madelinepierce729@gmail.com

EDUCATION

Western Governors University — Salt Lake City, UT
Bachelor of Science in Business Management — Jun 2027
- Pursuing degree while working full-time, focused on operations, management, and organizational leadership

Clark College — Vancouver, WA
Associate of Arts — Jun 2021
- GPA 3.27 / 4.00

EXPERIENCE

Dutch Bros Coffee *(high-volume drive-thru coffee franchise)* — Pleasant Grove, UT
Manager — May 2023 – Apr 2026
- Promoted through four roles in under three years (Broista to Shift Lead to Assistant Manager to Manager), reflecting consistent performance and trusted leadership
- Reduced drink times by up to 30 seconds per car and lifted peak throughput ~40 cars per hour through staff coaching and workflow redesign; grew shop sales 5%
- Directed a team of 36 employees and full daily operations for a shop generating ~$50K net weekly (~$2.6M annualized), owning scheduling, inventory, and cash handling
- Hired, trained, and onboarded 75+ employees through Workday, sustaining full shift coverage despite high student-driven turnover
- Sustained a 4.7 / 5 customer rating while cutting inventory waste and labor costs using Restaurant365 and demand-based forecasting in Deputy
- Coordinated 3 new shop openings (Orem, Spanish Fork, and Cedar Hills) with regional leadership and executed biweekly promo launches and seasonal menu rollouts

Evergreen High School *(public high school athletics program)* — Vancouver, WA
Head Women's Wrestling Coach — Oct 2022 – Feb 2023
- Led a team of 11 female athletes and co-coached the men's program, guiding 9 wrestlers to state qualification with 3 earning podium placements
- Managed full-program logistics including transportation, seeding meetings, weight certification paperwork, recruiting, and scheduling
- Enforced academic eligibility standards, ensuring 100% of athletes maintained high grades throughout the season

American Eagle Outfitters *(national apparel retailer, ~$2M annual store volume)* — Vancouver, WA
Stock & Merchandise Lead — Jun 2021 – May 2023
- Directed 3 associates through monthly floor sets, translating corporate merchandising plans into on-time, accurate execution
- Completed ~35 hours of weekly shipment allocations in ~20 hours, roughly 40% ahead of schedule
- Owned inventory, receiving, security tagging, visual merchandising, and in-store marketing displays

LEADERSHIP & SERVICE

- *American Diabetes Association Walk* – volunteer since 2009 at Oaks Park (Portland, OR), supporting Type 1 diabetes awareness and fundraising
- *The Way Ministries* – youth mentor for children and monthly winter meal service for individuals experiencing homelessness

SKILLS & INTERESTS

- Tools & Systems: Deputy (scheduling & forecasting), Workday, Restaurant365, Genius POS, and Canva
- Certifications: Food Handler's Permit, *USA Wrestling* Coaching Certification, CPR Certified
- Lifelong female athlete in rugby and wrestling; summited Mt. St. Helens; currently leash-training two cats to walk outdoors