

RIO RUPERT

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SUMMARY

Business Information Technology student at Virginia Tech with hands-on experience leading teams and using Excel-based data analysis to improve operations in a high-volume, client-facing environment. Reduced service delays and led a team of 15+ through process redesign. Seeking to apply data-driven problem-solving to consulting/analyst work.

SKILLS

Analysis & Tools: Microsoft Excel, Process Improvement, Problem Solving

Leadership & Coordination: Team Leadership, Cross-Functional Coordination, Stakeholder/Client Management

EXPERIENCE

Golf Operations Manager, Hunting Hills Country Club

Jan 2025 – Current

Roanoke, VA

- Improved service consistency across 20 peak-season weeks by designing and implementing standardized operating procedures adopted team-wide.
- Led a team of 15+ outside service staff, improving member satisfaction scores/reducing complaints by 40% through structured coaching on service standards and safety protocols.
- Supported cross-functional tournament planning with the Head Golf Professional and event staff, coordinating logistics for 20+ events a year serving over 100 members and guests at a time.
- Improved operational efficiency by analyzing staffing and scheduling data in Microsoft Excel, identifying workflow inefficiencies, and implementing process improvements that optimized equipment availability and reduced service delays.

Outside Golf Service Employee, Hunting Hills Country Club

May 2023 – Jan 2025

Roanoke, VA

- Maintained a 95%+ member satisfaction rate by consistently delivering exceptional customer service and responding efficiently to member requests in a high-volume hospitality environment.
- Collaborated with team members to execute daily operational responsibilities and support process efficiency across outside service functions.
- Maintained organization and inventory of golf operations equipment and supplies, ensuring resources were readily available to support daily business operations.

EDUCATION

Bachelor's Degree, Business Information Technology – Computer-Based Decision Support Systems 2025 – 2029

Virginia Tech University, Blacksburg, VA

- Management Society Member, 2025–Current
- BIT Club Member, 2025–Current

High School Diploma

2021 – 2025

Cave Spring High School, Roanoke, VA