

RODRIGO PALMA

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SUMMARY

I am a young ever-learning leader with many career goals and aspirations. I am currently attending Southern New Hampshire University pursuing a Bachelor of Science in Healthcare Administration. I do plan to continue my education after my bachelor's degree, with goals to obtain a master's in business administration and a master's in public health. I have a passion for leadership! Striving to inspire those I lead, leading them with integrity, empathy, active listening and communication, compassion, accountability, and praise. I currently have experience in many functions of business operations and am looking to expand my knowledge and experience by transitioning into the healthcare field.

EDUCATION

BS Healthcare Administration | Southern New Hampshire University

2022-2025

I currently hold a 4.0 GPA and have been inducted into The NSLS. I have also made the university's Presidents List in every seasonal term. I am currently on pace to graduate by August of 2025.

Lean Six Sigma White Belt Certification: Healthcare | Educate 360

2024

EXPERIENCE

Service Manager | Sam's Club Abilene, TX

2019-Present

I hold many business operations responsibilities in my current position. Market discipline reviewer, which includes working with 14 different Sam's Club leadership teams within the market. With responsibilities of identifying training opportunities related to safety and compliance. | Safety coordinator, with responsibilities in all aspects of compliance and implementing safe workplace environment strategies. | Directly part of the planning that implemented business strategies that saw over 125-million dollars in business revenue with continual growth from the years 2019-Present. | Directly responsible for the Tire and Battery Center and Fuel Station. | Directly oversaw more than 2-million dollars in sales (excluding fuel) each year from 2019-Present. This also included zero dollars in unaccounted for losses in the Tire and Battery Center. | Indirectly responsible for all other departments and teams within the organization, that includes over 150 employees. | Successfully led two store remodels.

Sam's Club Associate | Sam's Club Abilene, TX

2018-2019

I worked in various positions upon being hired.

- Member Service Associate: August 2018-November 2018
- Hardlines Sales Associate: November 2018-March 2019
- Tire and Battery Technician: March 2019-August 2019

I was promoted to a manager position within one year of my hire date.

SKILLS

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|---------------------------|-------------------------------|------------------------------|
| • Project Management | • Account Management | • Inventory Management |
| • Compliance Management | • Workplace Safety Management | • Human Resources |
| • Team Management | • Budgeting | • Hazardous Waste Management |
| • Relationship Management | • Customer Service | • Sales |
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