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## Library Operations Supervisor

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# LAUREN RAGSDALE

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A driven, passionate, and self-motivated young professional with diverse experience in youth and crisis counseling, business management, and team training and leadership. Possesses a B.S. in Psychology and years of leadership experience, with a proactive mindset and a proven record of tactical decision-making under high stress scenarios. Utilizes interpersonal skills that foster a creative and positive atmosphere, and successfully collaborates with people of diverse backgrounds and responsibility levels.

## SKILLS AND EXPERTISE

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### LEADERSHIP SKILLS

- Highly-Developed interpersonal and communication Skills
- Team-Building and relationship development
- Conflict resolution and mediation
- Creative solutions to problem-solving scenarios
- Diverse experience in high stress situations with people from all backgrounds
- Key leader past conferences and workshops
- Proactive and independent decision making
- Open-minded and passionate forward thinker

### PROCESS AND TECHNICAL SKILLS

- Two years college-level American sign language
- Proficient in ALEPH, PowerPoint, Word, and Excel
- Extensive youth and college counseling
- Budget management, data analysis, and staff scheduling
- Facilitated the recruiting, hiring, training, coaching, and supervising of staff and student assistants

## EMPLOYMENT HISTORY

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### USF TAMPA LIBRARY, LIBRARY Operations Supervisor

2016 – Present  
Tampa, FL

As a Library Operations Supervisor, I oversee daily functions and resources at the Library Services Desk. My main priority as a Library Operations Supervisor is to provide training, coaching, and feedback to my staff and student workers. I also create weekly schedules that allow for students to take on tasks and projects that enhance the library as a whole. While at the Library Service Desk, I instruct patrons in the use of our online library catalog, help them locate materials, and answer directional reference questions. I also engage in resolution conflict with library patrons that may stem from misunderstanding our policies and procedures, and strive to find positive solutions to any and all problems that might surface on a daily basis. When I am not on the desk, I collaborate with librarians and staff on projects, maintain the Academic Services department budget involving our student workers, inventory library materials, and report security and building maintenance problems.

#### KEY ACHIEVEMENTS:

- Piloted, organized, and supervised a student training event for all new and returning part-time student workers, resulting in more holistically trained student worker population through interdepartmental collaboration.
- Created a process improvement form to collect data in order to monitor the movement of students and resources from a branch of the USF Tampa library. I analyzed the raw data in excel and presented it to the head of my department in order to facilitate informed decision making regarding our resource expenditures.
- Currently working on an inventory project to assist in the state-wide migration from the ALEPH ILS to Sierra. After the project is completed, the collection at the FMHI Library will have complete records in time for the system changeover.

### ABBY'S HEALTH AND NUTRITION, TRAINING SUPERVISOR

2014 – 2016  
Lutz, FL

As a café employee, I worked one-on-one with customers to ensure their satisfaction while they were in my area of the store. After showing my aptitude for training and natural teaching strategies, I was given the opportunity to create a new program in which future employees would complete to be trained and certified in all that they needed to succeed at their café position. On a daily basis I assisted the café manager and other team members in completing daily tasks, while always being attentive to customer's

needs and sustaining a positive environment.

KEY ACHIEVEMENTS:

- Created a training program for new employees

INTERNATIONAL BOBA HOUSE, MANAGER

2013 – 2014  
Tampa, FL

I provided training for the new employees, as well as feedback and coaching on a daily basis, balanced the registers, created the weekly schedule, planned and coordinated events, and maintained store inventory on a daily basis.

KEY ACHIEVEMENTS:

- Successfully designed and implemented a coffee product line that resulted in increased revenue.
- Supervised and coordinates weekly Open-Mic events, designed to boost revenue and increase customer base.
- Designed and integrated marketing campaign to reach out to the local student demographic via social media and email campaign.

JOFFREY'S COFFEE AND TEA, BARISTA

2012 – 2013  
Tampa, FL

Frequently acted as shift supervisor in absence of additional leadership.

KEY ACHIEVEMENTS:

- Created a welcoming environment for the local and visiting patrons that frequented our location.
- Assisted with inventory and equipment maintenance.

STARBUCKS, SHIFT SUPERVISOR

2010 – 2012  
Brandon, FL

Supervised and directed employees in each shift, including delegating and assigning tasks, scheduling breaks, training, and coaching to reach professional goals.

KEY ACHIEVEMENTS:

- Formulated a versatile and highly competent team through solid direction and personal coaching.

BAPTIST COLLEGIATE MINISTRY, USF CAMPUS ORGANIZATION, ASSISTANT DIRECTOR

2008 – 2010  
Tampa, FL

Assistant to the Director of the BCM. Initiated and directed student events, and coordinated logistical details with USF and other organizations/charities. Conducted weekly meetings with students to inspire and offer advice for different problems or real-life situations they were facing.

KEY ACHIEVEMENTS:

- Planned and led four disaster relief trips: two to New Orleans for disaster relief and community service type activities, and two to Louisville, Kentucky for volunteer humanitarian efforts.
- Orchestrated 3-5 one on one sessions per week with individuals dealing with crisis scenarios.
- Successfully intervened in numerous high-risk cases involving extreme emotional and mental instability.
- Designed weekly life goals for individuals in crisis and held meetings to discuss progress

## EDUCATION

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BACHELOR OF SCIENCE IN PSYCHOLOGY, UNIVERSITY OF SOUTH FLORIDA

2011  
Tampa, FL

PREREQUISITES FOR B.S., SOUTHEASTERN UNIVERSITY

2006  
Lakeland, FL

## REFERENCES

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