Percy Burton

Email: percyburton@wmpenn.edu | Tel: (443) 525-5770 | Baltimore, MD

SUMMARY

MBA graduate with a strong background in leadership, financial management, and operational efficiency. Over five years of experience in team leadership, budget management, and process optimization across diverse roles. Demonstrated ability to manage budgets up to $30,000, lead teams of up to 60 members, and implement initiatives that improve efficiency by up to 30%. Seeking a business administration role to leverage my skills in strategic planning, project management, and organizational development to drive company success.

EDUCATION

MBA in Business Administration | University of Valley Forge, Phoenixville, PA   May 2024
Bachelor of Arts in Sports Management | William Penn University, Oskaloosa, IA   May 2021

WORK EXPERIENCE

Ramp Agent   December 2023 – Present
Southwest Airlines   Baltimore, MD

- ❖ Managed logistical operations for up to 20 flights per shift, ensuring accurate loading and unloading of baggage and cargo, and supporting consistent on-time departures through efficient handling.
- ❖ Led a team of five ramp agents during peak hours, delegating tasks efficiently and fostering collaboration, resulting in faster baggage handling and improved team performance.
- ❖ Maintained 100% accuracy in special luggage handling through a color-coded tagging system, ensuring proper identification of items and achieving a record of no lost luggage.
- ❖ Ensured strict adherence to FAA regulations and company safety protocols, conducting regular equipment inspections and safety briefings, resulting in zero safety incidents during tenure.
- ❖ Liaised effectively between ground crew, flight crew, and airport personnel to streamline operations and address real-time challenges promptly.

Resident Assistant   July 2018 – May 2021
William Penn University   Oskaloosa, IA

- ❖ Coordinated 15+ educational and social programs annually, leading to a 25% increase in resident participation and strengthening community engagement.
- ❖ Mediated conflicts among residents, successfully resolving 95% of disputes without escalation through effective problem-solving skills.
- ❖ Maintained comprehensive records of incidents, maintenance requests, and occupancy reports, improving operational efficiency within the housing department.
- ❖ Acted as first responder during emergencies, coordinating with campus security and local authorities to ensure resident safety.
- ❖ Mentored five incoming Resident Assistants, providing training and guidance that enhanced team performance.

Office Aide   June 2016 – August 2017
Johns Hopkins Hospital   Baltimore, MD

- ❖ Managed daily office operations by scheduling over 150 appointments per week and maintaining an organized filing system for over 30,000 patient records, improving task coordination.
- ❖ Accurately entered and maintained patient information in the hospital's database, ensuring compliance with

HIPAA regulations and enhancing data integrity.
- ❖ Facilitated communication between 10+ departments by preparing reports and distributing memos and critical information, contributing to more efficient hospital operations.
- ❖ Greeted and assisted over 50 patients and visitors daily with professionalism and empathy, enhancing the hospital's reputation for outstanding service.

LEADERSHIP & EXTRACURRICULAR ACTIVITIES

Treasurer | Student Government Association, William Penn University   2020–2021
- ❖ Managed a $30,000 annual budget for over 30 student organizations, ensuring equitable fund distribution and adherence to financial policies.
- ❖ Collaborated with executive members to plan and allocate resources for key campus events, resulting in a 65% increase in student engagement in club activities.
- ❖ Prepared financial reports and documentation for annual audits, achieving a clean audit with no discrepancies.

President | Sigma Phi Sigma Fraternity   2019–2020
- ❖ Oversaw all fraternity operations, including governance, member recruitment, and policy enforcement, leading to a 20% growth in active membership.
- ❖ Launched a leadership development program that enhanced members' professional skills, with 85% of participants reporting improved competencies.
- ❖ Organized community service initiatives accumulating over 1,000 volunteer hours, strengthening the fraternity's community presence.

Vice President | Black Leadership Initiative   2019–2020
- ❖ Acted as a liaison between minority students and university administration, advocating for inclusive policies that resulted in the implementation of two new diversity programs.
- ❖ Coordinated cultural events and workshops attended by over 500 students, promoting awareness and understanding of diversity issues on campus.
- ❖ Established a mentorship network connecting freshmen with upperclassmen, improving post-graduation job acquisition rates among minority students through referrals.

Cross Country Representative & Treasurer | Association of Student Athletes   2019–2021
- ❖ Managed team budgets totaling $10,000 annually, ensuring efficient allocation for equipment and travel.
- ❖ Organized fundraising events that generated $2,000 annually, supporting team activities and scholarships.
- ❖ Represented the cross-country team in council meetings, voicing concerns and contributing to policy improvements.

SKILLS

Technical Proficiency: Microsoft Office Suite (Excel, Word, PowerPoint), data entry tools, email management systems, scheduling software (Outlook, Google Calendar)
Leadership & Management: Team leadership, event coordination, conflict resolution, mentoring, strategic planning, program development, decision-making, adaptability, training
Financial Oversight: Budget management, documentation, resource allocation, fundraising, cost-saving initiatives, financial analysis, expense tracking, audit preparation, financial compliance, risk assessment
Communication & Collaboration: Active listening, presentation skills, negotiation, conflict resolution, task coordination, problem-solving, performance monitoring, time management, customer service