

Lilianna Stanley

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Objective Statement

A motivated business administration student with a concentration in management. Eager to contribute to a team and take part in meaningful work making a direct impact on the world. Interested in nonprofit, sustainability, and ecofriendly agencies.

Education

Bachelor of Science in Business Administration: Management

December 2026

University of Tennessee at Chattanooga

GPA 3.3

Honors: Dean's List

Educational Experience

School Projects

- Integrated Project: Semester long project created in my project management class. My group and I created a wellness event for Erlanger hospital. We created a project plan, scope statement, work breakdown structure, risk assessment, cost estimates and budget, schedule, resources, project report, and a final presentation. This project gave me the opportunity to learn about the needs of creating a successful project for an organization.

Relevant Upper-Level Course Work

- International Management
- Professional Selling
- Managerial Finance
- Strategic Management

Work Experience

Intermodal Operations Support Intern, KCH Transportation Chattanooga, TN

02/23/2026- Current

- Assisted the intermodal operations team during a period of 56% growth by coordinating freight shipments between rail, trucking, and customer delivery points to ensure efficient and timely transportation.
- Communicated with carriers, drivers, and customers to track shipment status and resolve scheduling or delivery issues.
- Monitored 85 loads daily and updated internal systems with shipment details, documentation, and delivery confirmations.
- Identified and escalated operational delays or service issues to ensure quick resolution and maintain customer satisfaction.
- Gained hands-on experience with third-party logistics operations, intermodal freight processes, and supply chain coordination.

Guest Service Coordinator, Parking Management Company Chattanooga, TN

09/2024-02/2026

- Supervised a team of 8-10 valets ensuring proper time management, uniformity, managing complaints and vehicle claims.
- Provided exceptional customer service, ensuring a positive experience for guests through professionalism and efficiency.
- Managed vehicle logistics in a fast-paced environment, optimizing parking space usage, and reducing wait times.
- Developed effective communication skills, coordinating with team members and customers to streamline operations.
- Adapted to changing priorities and high-traffic situations, maintaining composure under pressure.
- Promoted within 6 months from Guest Service Ambassador to Guest Service Coordinator

School Involvement & Extracurriculars

- Member, Society for the Advancement of Management08/2025 – Current
- Collaborated with a network of management professionals and students to discuss industry trends, leadership strategies, and best practices in organizational management.
 - Engaged in professional development workshops, networking events, and observed multiple speakers in leadership roles.

- Volunteer, Momentum Network03/2026 – Current
- Empowering pregnant or single mom students and their children through events supporting their studies and sharing resources as well as providing childcare.
 - Developed firsthand knowledge of nonprofit operations while supporting Momentum Network’s mission, strengthening my commitment to community-focused service.

Certifications

- Microsoft Office Specialist: Excel Associate Obtained April 2025
- Proficiency in Word, PowerPoint, Revenova TMS