

# Sherley Sypult

## Scheduler

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## Education

**Bachelor of Science in  
Business Administration with  
a concentration in Operations  
Management at Indiana  
University Kelley School of  
Business, Bloomington, IN**

Aug 2017 - May 2022

Relevant Coursework:  
Operations Management,  
Supply Chain Management,  
Project Management, Business  
Analytics, Quality Management,  
Strategic Management, Lean Six  
Sigma, Logistics, and Inventory  
Management.

## Links

[linkedin.com/in/sherleysypult](https://www.linkedin.com/in/sherleysypult)

## Skills

Time management

Prioritization

Microsoft Project

Gantt charts

Resource allocation

Asana proficiency

Critical path analysis

## Languages

English

Arabic

## Profile

Diligent Scheduler with 1 year of experience in optimizing workflows, managing resources, and ensuring timely project completion. Skilled at coordinating multiple tasks, prioritizing deadlines, and maintaining strong stakeholder communication. Demonstrates a keen eye for detail and a dedication to improving efficiency and productivity.

## Employment History

### Scheduler I at Acuity Scheduling Indiana, IN

Mar 2023 - Present

- Successfully managed and coordinated schedules for over 50 clients, resulting in a 95% satisfaction rate and a 30% increase in appointment bookings within the first six months of employment.
- Streamlined the scheduling process by implementing a new software system, reducing appointment conflicts by 80% and increasing overall efficiency by 25%.
- Trained and mentored five new hires in company scheduling procedures and best practices, contributing to a 20% reduction in scheduling errors and increased team productivity.

### Scheduler II at SimplyBook.me Indiana, IN

Sep 2022 - Jan 2023

- Successfully scheduled over 500 appointments per month for various businesses, ensuring optimal time management and a 95% client satisfaction rate.
- Implemented an improved scheduling system, resulting in a 30% reduction in customer wait times and a 20% increase in overall efficiency.
- Trained and mentored 10 new employees in scheduling procedures and best practices, leading to a more streamlined and cohesive team.
- Consistently exceeded monthly appointment booking targets by an average of 15%, contributing to a 25% increase in company revenue within the first year.

## Certificates

### Project Management Professional (PMP)

Jan 2022

### Certified Scheduling Technician (CST)

Jul 2020

## Memberships

Project Management Institute (PMI)

International Association of Administrative Professionals (IAAP)