

# Andrew Petersen

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Team Leader @ Target | UI/UX Designer & Engineer

## EDUCATION

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### University of California, Santa Cruz

**Santa Cruz, CA**

*Bachelor of Arts, Psychology with Honors*

Jan 2022 - Jul 2023

3.85 GPA | Cum Laude | Dean's Honors

### De Anza College

**Cupertino, CA**

*Psychology for Transfer*

Sep 2019 - Dec 2021

3.80 GPA | Dean's List

## PROFESSIONAL EXPERIENCE

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### Target

**Mountain View, CA**

*Service & Engagement Team Leader*

Oct 2024 - Present

- Managing a team of 40 individuals, driving significant growth in key metrics through effective coaching, support, performance management, and fostering a strong team culture
- Contributing to double-digit improvements in key drivers such as Checkout Wait Time, Cleanliness, and Customer Interaction compared to the previous year
- Taken full ownership of Drive Up operations, reducing unscanned bags by 10% to under 3%, improving fulfillment accuracy, ensuring timely execution of Drive Up services during Q4 peak, and increasing Drive Ups delivered on time by over 7% during my time in role

*Price Delegate*

Mar 2024 - Aug 2024

- Consistently achieved 97-99% RFID scan accuracy and maintained full RFID compliance, contributing to a reduction in missing clothing inventory
- Improved Price Audit accuracy by over 3% through follow-ups with team members, validating pricing on newly stocked merchandise, and ensuring correct labeling, resulting in more than a 70% decrease in pricing errors compared to the previous year
- Ensured sale sign take down compliance, reducing price challenges due to expired signage by 22%

*Guest Advocate*

Oct 2023 - Mar 2024

## RESEARCH

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### First Gen Students Across UCs

**Santa Cruz, CA**

*Qualitative Research Methods | UCSC*

Apr 2023 - Jun 2023

- Conducted a 3-month qualitative study on first-generation students' experiences with guilt and identity within the UC system, strengthening research and analytical skills
- Performed a literature review of 10 studies to identify research gaps, developed an orthographic transcription method, and interviewed 3 participants, producing a 17-page transcript
- Analyzed transcripts using textual analysis, produced a 14-page report and presented findings to an audience of 40 students

## AWARDS

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### Target

- Store Hourly Performance Award
- Employee of the Month (Q1, 2024 & Q3, 2024)

## SKILLS

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**Technical Skills:** Google Suite, Premiere Pro, Photoshop, Java, Figma, HTML, CSS, JS, Bootstrap 5, Git

**Soft Skills:** Leadership, Conflict Resolution, Problem Solving, Adaptability, Detail Oriented, Time Management