

# BUSINESS: OPERATIONS AND TECHNOLOGY MANAGEMENT, BBA

## ADVISING AND CAREERS

### ADVISING AND CAREERS ADVISING

Advising is an integral part of any student's educational journey in the School of Business Undergraduate Program. Starting at Student Orientation, Advising, and Registration (SOAR), we encourage all students to connect with academic advisors. Business academic advisors have a wealth of knowledge about courses on campus, as well as policies and procedures.

Business career coaches help students with career exploration, internships, resumes, job search, interviewing, and more. We encourage students to connect with their career coach once they arrive on campus.

Business academic advisors and career coaches are passionate about student success. Students experiencing academic difficulty or personal struggles are encouraged to talk to their advisor about how their individual situation may affect their academic performance.

#### Assigned Academic and Career Coaches

Admitted business students will have one assigned academic advisor. Career coaches are assigned by academic major to be able to provide industry-specific career guidance. If a student has more than one major, they may have more than one assigned career coach. Students can find their assigned advisor and coach by logging into the Starfish portal through MyUW.

For students not yet admitted to the School of Business, there is a team of pre-business advisors available.

#### Accessing Advising

Drop-in advising and scheduled appointments are available for admitted business students. Pre-business students may also schedule an appointment with a pre-business academic advisor or utilize drop-in academic advising.

For more information on accessing academic advising, please see our Academic Advising page (<https://business.wisc.edu/undergraduate/academic-advising/>).

For more information on accessing career coaching, please see our Career Coaching page (<https://business.wisc.edu/undergraduate/careers/>).

### CAREERS

All products and services, from cars to surgeries to consulting, are delivered by organized systems. It is the job of operations managers to make sure those activities occur when they are needed, in the right way, with the right quality, and in the right quantity. Operations management designs and oversees the transformation of inputs, such as labor, equipment, facilities, materials, energy, and information, into goods and

services for customers. To make this all happen, the operations function is responsible for critical activities such as process design, resource planning, scheduling, and quality management.

#### Common Career Paths Process Analysis and Improvement

A process or improvement analyst can serve many roles in an organization. Overall, they facilitate process workflow modeling in order to collaborate on process improvements. They create process documentation and workflows as well as knowledge articles and self-service guidance. A process or improvement analyst may review information and trends at a company to ensure that they are achieving the desired results and that the services are meeting the agreed upon services. They identify issues and risks, as well as bring inconsistencies and problems to the attention of management and then participate in problem resolution. They extract reports and provide a high-level analysis of data for review. They also understand policies and procedures and their impact on workflow.

#### Project Management

Project managers are responsible for client engagements from the planning phase through implementation and delivery. Project management involves determining the scope of client engagements, allocating resources to implementation teams, and determining effective approaches to work completion. Those working in this area must be able to meet deadlines and to interact extensively with clients, developers, and external departments. A project manager may also be required to design performance and expense comparisons. Above all else, project management is concerned with ensuring accuracy and quality of client deliverables.

#### Planning and Analytics

Planning and analytics is the forward-looking process of coordinating assets to optimize delivery of goods, services, and information from supplier to customer, balancing supply and demand. Planning is necessary at just about every stage in the supply chain. Different planning roles include supply chain planner, demand planner, and inventory planner.

#### Management Consulting – Specialist

Both large and boutique consulting firms hire talent to focus on specific practice areas or industries (i.e., specialists). These firms and their employees provide deep expertise on a particular topic area or industry for their clients. These niche areas require a higher level of expertise and personnel in these areas are usually referred to as SMEs (Subject Matter Experts). Consultants in this pathway have a more focused and specialized path, while still serving a variety of clients. There are many boutique firms that only consult in one of these specialties.

#### Operations and Process:

Support clients and provide guidance around increasing efficiencies across the entire value chain. This can include cost reduction, operational improvements, optimization of technology or processes, and more.

#### Supply Chain:

Work on the value delivery chain that encompasses suppliers all the way to customer delivery of the intended products/services. Supply chain management consultants traditionally work on the improvement of some portion of this value chain such as logistics of in-bound freight, or reduction in working capital (inventory) as examples.

#### General Management

Experience working within the operations function of an organization is excellent preparation for managerial roles within the business from product or process manager through facilities manager through C-level roles such as COO or CEO. This is true in companies that provide

services to their customers as well as in firms that make products for their customers. Today's businesses favor leaders with operations experience.

Please visit our website (<https://business.wisc.edu/undergraduate/majors/operations-technology-management/>) for further details about potential career areas and responsibilities.

More information on Career Pathways (<https://business.wisc.edu/undergraduate/careers/pathways/>).