

Professional Profile

Driven finance professional with a proven track record of maximizing customer service opportunities and consistently exceeding performance goals. Demonstrated ability to handle highly confidential personal and financial information in a sensitive manner. Effective team player who is deeply motivated, resourceful, and organized with immense attention to detail. Adept at assessing project challenges and creating solutions. Seeking a company that demands high quality design to further business goals and professional image.

EXPERIENCE

CCC Premier, Private, and Small Business Banking Associate

BMO Harris Bank | Brookfield, WI | 2013-Present

40-50 hrs per week

- Provides support on the manager escalation team and the fraud risk resolution team
- Assist management in the training and mentoring of new hires
- Educate and strengthen client relationships for a better banking experience and improving customer retention
- Excelling in individual performance goals while providing excellent customer service

Communications Manager

Salem Lutheran Church | Milwaukee, WI | 2010-2013

- Created custom workflows to help maintain organized and detailed event planning and church activities
- Administered social media sites, software, and equipment with attention on the brand awareness

Senior Sales Associate

Wet Seal Retail Inc | Wauwatosa, WI | 2008-2009

- Constructed and designed retail displays to capture customer attention and improve sales
- Exceeded production quota and maintained top 10% of sales producers
- Trained new associates and assigned them to an area on the floor plan for full coverage throughout the store

Executive Director

PrePaid Legal | Metro Milwaukee, WI | Chicago, IL | 2008-2012

- Built a book of business from scratch through networking and marketing strategies to promote the benefits of our legal services
- Managed and educated a team of individuals who sought to pursue a career in network marketing through PrePaid Legal

EDUCATION

devCodeCamp

Software Development - 2016

Languages:

- HTML/HTML5
- CSS/CSS3
- JavaScript
- Bootstrap
- C#
- PHP
- SQL
- .NET Framework
- jQuery
- Python
- Web Development

QUALIFICATIONS

- Strong history of leadership and team-building experience
- Solid foundation for computer programming skills
- Ability to handle multiple projects and provide exceptional results
- Exceptional versatility + adaptability
- Prominent fast learner

PROFESSIONAL SKILLS

- Sales Management
- Microsoft Office
- Strategic Planning
- Business Development
- Administrative Processes
- Project Management
- Troubleshooting
- Data Analysis
- Salesforce

AWARDS

- Top 1% performer in 2015 and received an all paid vacation from BMO Harris Bank
- BMO Sales Revenue Top Performer
- Numerous Spotlight Awards throughout the 3 years at BMO
- Multiple Customer Compliments