

Katie M. Wilson

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Team Manager

Seasoned professional with 10+ years of experience successfully impacting sales and customer service teams. Approachable, supportive and empowering team leader. Skilled in using positive reinforcement to motivate performance and goal attainment. Effective in building productive working relationships based on professionalism and trust. Passionate visionary with proven ability to inspire and connect with others.

Core Competencies

Applicant Tracking Systems (Talent Reef), HRIS (Paycom & Paylocity), Google Analytics, Microsoft Office Suite, Six-Sigma Blackbelt, Recruitment & Total Rewards, Employment & Labor Laws, Benefits Administration, Performance Appraisals, Salary Structures

Professional Experience

Supervisor of Support Services

Financial Services Corp, Colorado Springs, CO.

2/17 – Present

- Improved quality 15 basis points
- Reduced Average Handling Time (AHT) by 90 seconds
- Improved answer rate within 20 Seconds from 77% to 92%
- Reduced weekly dropped calls from average of 244 down to 70

Team Manager

Banking Solutions LLC, Colorado Springs, CO.

06/14 – 01/17

- Promoted to Team Manager October of 2015
- Promoted to Sales & Service Coach March of 2015
- #1 team performance (out of 4 teams) in CSAT, Quality, Sales & AHT
- 100% retention of team while team manager (16 CSRs)

Marketing Manager

Alpine Mortgage, Phoenix, AZ.

04/12 – 05/14

- Promoted to Marketing Manager after excelling in role as telemarketer
- #1 marketing team for 7 of 12 Months in 2013
- Launched new marketing team for Glendale, AZ. branch in 2013
- Hired, trained, and developed 2 satellite teams consisting of 80 telemarketers

Customer Service Associate

Red Rock Mortgage, Phoenix, AZ.

11/09 – 10/12

- Top 10 in QA scores in 2012 and last 6 months of 2011
- Winner of the “Freedom Award” in July of 2012
- Highest show rate for new refinance customers in 3rd quarter of 2010
- Lead a focus group on employee engagement

Education

Bachelor of Science in Psychology

University of Colorado, Colorado Springs, CO. December 2019

Honors: Graduated Magna Cum Laude GPA 3.779

Dean’s List, Degree Coursework GPA 4.000

Solutions:

It took a bit of digging to get all the details about what Katie had done at each stop.

We included the new title she was applying for at the very top.

Although Katie was understandably proud of her education, putting it near the top made her seem like she was fresh out of college... not good for the position she was applying for. We got more detail about her education to add meat to the bone. Isolating it at the end makes it stand out.

We put her titles above her employers so we can make this document more about Katie than where she had worked,

Clear and concise bullet points with stats to back them up pop to the reader!

We centered each section... and added a Core Competency section.