

Katie M. Wilson

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Hiring managers don't care about Katie's objectives, they care about their own...

Career Objective

I'm looking to work for a company where I can apply recent academic achievements and current professional accomplishments in a professional environment where there is room for advancement. I'm great with customers and a team player.

Education

Education gets lost and having it near the top makes Katie seem like an entry-level candidate.

Bachelor of Science in Psychology

UCCS, Colorado Springs, CO. December 2019

Professional Experience

There are tons of achievements, but paragraphs make it hard for any of them to stand out!

Financial Services Corp, Colorado Springs, CO.
Supervisor of Support Services

2/17 – Present

Managed quality, handling time, answer rate of customer service agents. Trained new hires. Helped switch call centers for our outsourced needs due to poor quality at some of the centers. Created spreadsheets to track sales cycle. Submitted payroll.

Banking Solutions LLC, Colorado Springs, CO.
Team Manager

06/14 – 01/17

Coached agents to make sales of additional financial products. My team was the top team in the company in several categories. Helped HR with labor laws. Many of my employees were promoted. I was promoted twice. Earned six-sigma green belt.

Alpine Mortgage, Phoenix, AZ.
Marketing Manager

04/12 – 05/14

I started out as a CSR where I set appointments for refinances and new home purchases. I helped with new hires. Helped open a new branch that expanded to over 80 CSRs. Ability to meet and exceed closing deadlines.

Red Rock Mortgage, Phoenix, AZ.
Customer Service Associate

11/09 – 10/12

Mentored new employees and created a focus group. Won an award for sales in 2012. Consistently had a high show ratio. Extensive phone work.