

WORK EXPERIENCE

Pine River Camp

Groundskeeper and Maintenance Associate

Durango, CO

July 2021 – Aug 2022

- Maintained campus equipment including lawnmowers, weed trimmers, chainsaws, and various other power tools
- Maintained campus grounds by various means including mowing lawns, weed trimming, and brush clearing
- Demolished 4 buildings that required various power tools, climbing knowledge and gear, and heavy machinery

TIAA

Senior Customer Advocate

Denver, CO

Oct 2019 – Feb 2021

- Researched and resolved client issues on complex retirement plan details with 100% accuracy
- Created and implemented process improvements to reduce workloads and bolster callback efficiency
- Achieved top quartile satisfaction, retention, and referral rankings on consistent basis

Financial Services Consultant

Mar 2019 – Oct 2019

- Promoted investment and advice services resulting in monthly 1% referral rate increase for 2 consecutive quarters
- Met and exceeded requirements for call quality and client experience by 10%
- Increased call efficiency by reducing client waiting time by 40%

EDUCATION

University of Colorado at Boulder - Leeds School of Business

Bachelor of Science in Business Administration; Finance Major

Boulder, CO

Class of 2017

- Cumulative GPA: 3.4; Major GPA: 3.7
- Dean's List Fall 2016 and Fall 2017

LEADERSHIP

Operations and Investment Management Project

Team Leader

Boulder, CO

Spring of 2015

- Created hypothetical business venture and accompanying pitch book
- Produced company financials and projected sales revenue for a 3-year term
- Completed industry analysis and identified competitive advantage to highlight to potential investors
- Ranked 1st (out of 5 teams) by panel of course instructors

College Works Painting

Entrepreneur

Boulder, CO

Feb 2014 – Aug 2014

- Built painting business that generated revenues exceeding \$45K with 20% profit margin
- Managed production, customer relations, and quality control
- Hired, trained, and managed 4-employee branch

OTHER INFORMATION

Excuse the bland looking resume. I hail from finance where this is encouraged.

Computer:

Proficient programming languages including JavaScript, React, HTML, CSS

Hobbies:

Mountain biking, skiing, college football – Go Buffs!

Origin:

Durango, CO