

Hands on leader proven to enhance performance, optimize operations and refine procedures. Skilled in SaaS, Payment Processing, Technical Trouble Shooting, Startups and Customer Service Leadership. Collaborative team builder who can help drive teams to improve and achieve CSAT and KPI goals.

LEADERSHIP APPROACH:

- ◆ Identify employee strengths and maximize organizational placement to heighten team success.
- ◆ Demonstrate a commitment to employee wellbeing through recognition, inclusion, and reward.
- ◆ Establish a channel of open and transparent communication.

PROFESSIONAL EXPERIENCE:

Minneapolis College 2024- Current

Student

- AAS Front End Development and Web design
- Photography

ProfitSolv 2023- 2024

Payment Operations Manager

- Spearheaded the implementation of a unified One Team approach within the Payment Operations department, fostering collaboration and efficiency.
- Developed comprehensive CRM reporting dashboards to meticulously monitor employee performance metrics.
- Established individualized KPI goals for team members, providing ongoing coaching and support to ensure goal attainment.
- Optimized the ticketing queue, resulting in expedited response times and resolution for escalated payment tickets.
- Designed and implemented a revamped commission structure to incentivize performance and drive results.
- Streamlined the distribution of underwriting tickets through automation, reducing manual workload and enhancing time to approval.
- Instituted an effective onboarding and dormant account outreach program to cultivate customer relationships and mitigate churn.
- Identified and rectified missing or incomplete processes to bolster operational efficiency and effectiveness.
- Conducted weekly KPI meetings with the executive leadership team to track progress and align strategies with organizational objectives.

Stax 2021-2023

When I started working at Stax my department was in its infancy stage. With my unique out of the box thinking and keen attention to detail, I was an integral part of developing strategies and procedures. I was promoted into the leadership role within my first 6 months on the team. My first order of business as a leader was to implement a new ticketing approach that increased the KPI scores over 300% enabling the team to reach or exceed goals. I was able to unify the team and increase morale through communication, team exercises, recognition, and compensation.

Lead Client Success Manager 2022-2023

- Created a new hire training program with a proven 4wk skills mastery.
- Collaborated on Quarterly Business Reviews
- Create, proof and release both internal and external knowledge base articles, reducing the amount of support tickets created from 10% to 8%.
- Work with project managers and developers on sprint planning, prioritizing the most impactful changes.
- Established KPI goals per team member, coaching regularly to help achieve those goals.
- Enhanced the ticketing approach, to reduce the time to triage from 8hrs down to 2hrs or less.
- Identify and enhance missing and incomplete processes.
- Weekly external meetings with key partners

Client Success Manager 2021-2022

- Exceeded all training milestones, quickly becoming proficient in payment processing.
- Created valuable relationships with partners and business owners.
- Unified gateway activation processes to mitigate processing errors and ensure timely deposits to merchant accounts.
- Discovered a processor misconfiguration, that cost the company hundreds of thousands of dollars per month in chargeback recoupment. Leading to a recovery of almost one million dollars.

Further 2019-2021

As a Medical Banking Specialist, it was my job to administer medical spending accounts, including but not limited to ACH and debit transactions, account balances, deposits, and rollovers/transfers. I was able to meet or exceed my service goals monthly, proving myself to be a top performer on the team. My performance led to a mentor roll with the Learning and Development department, where I would help train and mentor the new hire classes.

Medical Banking Specialist

- Answer member inquiries via telephone and email, in a call center environment.
- Always provided the most up to date and accurate information to our members, based on our procedures, IRS rules and regulations and member account information.
- Worked closely with other team members and internal departments to research and help maintain member accounts and resolve any issue in a timely manner.
- Anticipated members needs and potential problems beyond their initial reason for calling, creating a one call resolution, and reducing future call volume.
- Worked closely with the Learning and Development team for new hire training.

Can't Top This 2013-2019

From part time employee to General Manager to partial owner in 6yrs. I do nothing halfway and will own every job I have. I quickly worked my way through the ranks in this part time roll, working with the owner to improve the menu and marketing strategies. Through my efforts we were able to pull a struggling store into the black for the first time in years. This created the opportunity to sell and expand to a second location.

Owner / General Manager

- Interview, hire, schedule and maintain a happy productive staff of 10+ people.
- Established store budgets for sales, payroll, and product.
- Processed weekly payroll using QuickBooks and the stores timecard management app.
- Store marketing including graphic design for promotional coupons, social media ads, in store poster specials, fundraiser events and more.
- Store, website, marketing and menu design concepts and implementation.

SKILLS AND TESTIMONIALS:

Skills:

KPI management | Team Building | Team Leadership | HTML | HubSpot | Sales Force | Jira | Trouble Shooting | Microsoft Office | Communication | Prioritization | Project Management | Problem Solving | Delegation | Time Management | Teamwork | Coaching | Training |

Testimonials:

"She has the innate ability to learn an immense amount of information, process it, remember it, and access it for utilization almost immediately with little to no errors... As a leader, her team is her priority and ensuring they feel seen, safe, recognized, and acknowledged is at the top of her priorities."