

Kyle Zimmerman
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AREAS OF EXPERTISE

Strategic Planning and Execution	Hands on Management
Lead by Example Making Customers the First Priority	Flexible and Creative Accuracy and Attention to Detail

PROFESSIONAL EXPERIENCE

AppFolio, Goleta, CA 2019 – Current

Responsible for establishing the solid foundation that drives customers' future successes and overseeing the data conversion of the onboarding process.

Data Migration Specialist

Successfully gathered, analyzed and processed client data during data migrations projects

Helped coordinate and completed assigned tasks in an organized manner to ensure project deadlines

Achieved high NPS and Promoter scores, while maintaining a high percentage of account and unit Go-lives

Worked in a team environment and partnered with an Onboarding Manager to ensure the success of the client

Established a trusted advisor relationship to guarantee customer satisfaction

Assisted with the development of a guide to streamline data migration processes

Assisted with training of new Specialists, ensuring comprehensive knowledge of the onboarding process and customer experience standards

Wells Fargo, Santa Barbara, CA 2017 – Current

Provided excellent customer service and extensive knowledge of products and services to assist clients in achieving financial goals.

Lead Teller

Successfully developed tactics to increase and maintain a customer experience rating of a 4.55 or higher each quarter

Generated 10+ perfect surveys in customer experience and obtained top ranking sales goals every quarter

Communicated performance goals and any policy or procedural changes during daily meetings

Teller

Processed 100+ transactions daily including cashing checks, loan payments, and foreign exchange services

Professionally serviced customer complaints and provided timely resolutions

Provided excellent customer service; building strong rapport and customer loyalty

Woodstock's Pizza, Isla Vista, CA 2012 - 2017

Hired to manage and support team members with day-to-day operations.

Manager

Interfaced with clientele assuring 100% satisfaction creating customer loyalty

Accountable and responsible for a forty-person team under my direct supervision

Key Holder responsible for opening store in the morning and making sure everything is ready for the day

EDUCATION

Santa Barbara City College, Associate of Science Degree

California State University Channel Islands, *Major Business Admin. Emphasis on Finance*

Professional references available upon request