

# KASEY PRINCE

11354 S. Red Cardinal Way ~ South Jordan, UT 84009 ~ 801-390-6935 ~ [kaseyprince1995@gmail.com](mailto:kaseyprince1995@gmail.com)

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## PROFESSIONAL SUMMARY

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- Full time University Student working as a full time Operations Analyst with four years of customer service experience, and over three years of experience within a sales and marketing environment. Effective team leader and proficient communicator, having experience working in team settings and remotely.
  - Currently studying psychology with ambitions to using knowledge in general psychology and research in psychology to become a Business Intelligence Analyst.
  - Fluent in Mandarin Chinese with nearly four years of study and practice having spent extended periods in China teaching English to young students and completing educational minor in Chinese Language and Literature.
  - Proficient with advanced mathematics, computer technology, and spreadsheet fundamentals.
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## EXPERIENCE

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### Operations Analyst (Clearlink)

November 2018 – Present

### Sales Recruiter (Clearlink)

November 2017 – November 2018

- Managing and building a continuous pool of candidates using various sourcing methods to hire and maintain staffing at a large sales call center.
- Conduct personal and group panel interviews, proficient in speaking in group settings and guiding effective conversations. Using directed and open-ended questions, gather necessary personality and professional information from candidates to make more effective hiring decisions.
- Extend verbal/virtual offers and offer letters while managing the pre-hire process.
- Act as a universal recruiter, hiring candidates for Insurance Brick & Mortar, Insurance Virtual (Work from Home), and Home Services with experience in conducting virtual panels and hiring processes.
- Currently working on the first virtual home services project for Clearlink while training other recruiters at another site on the hiring processes.
- Received Top Executive recognition for multiple quarters as listed below in 'Volunteer and Achievements.'

### Sales Compliance Analyst (Clearlink)

January 2017 – November 2017

- Reviewed historical sales call recordings and performed various quality checks and verifications, ensuring that certain standards and call flow points were met effectively.
- Provided real time gradings and feedback to floor supervisors, assisting with the delivery of results and working with them to improve phone behaviors and overall performance.
- Focused on sales order fulfillment, legal requirements, counter and cross sales, as well as conversation and call flow.
- Consistently met daily quota of at least 15 calls reviewed at 60 a week. Frequently would exceed set goal and assist other team members to reach their own quotas.

### Sales Executive (Clearlink)

May 2016 – January 2017

- Sold television, internet, and cell phone packages for AT&T over the phones on inbound telecommunications.
- Using the "Link, Learn, Lead, and Lock" method effectively sold products by convincing customers that
- Improved interpersonal skills by learning conversational strategies, such as directed wording, positive positioning, and various elements of persuasion.
- Excelled in the competitive team environment working well with peer to peer pressure and team encouragement.

### Men's & Women's Stylist (Nordstrom)

July 2014 – May 2016

- Worked in a luxury retail store as a personal stylist in men's and women's clothing. Self-motivated and self-driven position, encouraged to be outgoing and personable to drive sales.
  - Effective in guiding customers with fashion choices that appealed to their self-confidence and self-appearance.
  - Active listening and persuasive presentations provided me a high rate of appointment customers, which boosted personal earnings as well as department revenue.
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## EDUCATION

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### **Nankai University – Tianjin, China**

**June 2018 – July 2018**

- Selected the top 10 percent within the department of Chinese Language and Literature. Chosen from a group of applicants to travel abroad for an intensive six-week study program. Completed necessary requisites for minor in Chinese Language and finished in the top 10% within the group.

### **University of Utah – Salt Lake City, Utah**

**June 2015 – Present**

- Currently working on major in Psychology with a focus on clinical psychiatry, specifically child psychiatry. Recently completed requisites for minoring in Chinese Language.

### **Viewmont High School – Bountiful, Utah**

**August 2011 – June 2014**

- Member of the Student Body Committee, Captain of the Cheerleading team, and a member of the Track & Field team that participated in State Championship.
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## VOLUNTEER AND ACHIEVEMENTS

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- **Volunteered as an English teacher with the International Language Program (ILP) in Weihai, Shangdong Province, China.**
    - Taught English fundamentals to Chinese students at the ages of 5-8 for six months. Created lasting friendships and relationships despite language barriers, as well as strengthening my own self-reliance, time management, and leadership abilities.
  - **National All-American Cheerleader Award (National Cheerleading Association)**
    - Out of 1,110 participants, I received the award for outstanding leadership and abilities.
  - **Cheer Captain – Viewmont High School**
    - Led a squad of 18-20 people and coordinated events such as assemblies, pep rallies, school sporting events, and community service projects.
  - **Cheer Member (Mac's Cheer)**
    - Participated in World's Competition and took 13<sup>th</sup> place out of 200 teams in 2012. Completed in the Worlds Competition at the ESPN Worldwide of Sports Complex in Orland, Florida three consecutive years 2012 – 2014.
  - **Received Top Executive Prime Recognition**
    - For performance as a Sales Recruiter at Clearlink for 3<sup>rd</sup> Quarter 2018, as well as Prime status for 2<sup>nd</sup> Quarter of 2018 for performance.
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## EXTRACURRICULAR AND PERSONAL HOBBIES

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- Enjoy spending time with my Golden Doodle NASA who is a certified therapy animal. Focused on fitness and health, regularly attending hot yoga classes at a local studio. Ambitions to be an International Travel and Business pilot for

Delta Airlines. My life's goal is to help others find positivity and happiness in their lives using my own life experiences, creativity, as well as my own sense of personal happiness.

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## **PROFESSIONAL REFERENCES**

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- Current Supervisor: Shannon Collaer, Director of Talent (Clearlink) Phone #208-569-3396
- Gregory Swenson, Senior Director of Operations & Facilities (Clearlink) Phone #801-541-1772
- Lucas Santistevan, Sales Compliance Supervisor (Clearlink) Email @lucas.santistevan@clearlink.com