

Audrey Bissiere-Grote

(704) 618-2785

Professional Experience

Wells Fargo Advisors, Investment Resource Consultant **Feb 2019 - Sep 2020**

- Provided investment and retirement solutions to new and existing Wells Fargo clients via inbound and outbound call activity.
- Assisted client onboarding of financial products via phone and email.
- Helped troubleshoot client online access issues and connected to appropriate departments.
- Served as Quality Assurance Ambassador and relayed policy changes to investment resource consultants.

UNC Asheville, OneStop Advisor **Oct 2017 - Aug 2018**

- Advised undeclared students on UNC Asheville's curriculum and policies.
- Created first semester schedules for incoming freshmen via Microsoft Excel.
- Aided Admissions in recruitment of UNC Asheville's summer bridge programs.
- Coordinated summer bridge program logistics with Admissions, Housing, Parent & Transition Programs, Student Accounts, and the Office of Financial Aid.

Mission Health System, Receptionist **Jan 2016 - Aug 2018**

- Greeted clients, answered phone, and email inquiries for employee wellness services.
- Resolved employee inquiries for online wellness platform and activity tracking.
- Compiled monthly participation report for Wellness Services Manager on movement classes, massage, and acupuncture appointments via Microsoft Excel.

YMCA of WNC, Member Engagement Representative II **Sep 2015 - Aug 2018**

- Lead center tours to new and potential clients.
- Promoted and garnered memberships for the Woodfin YMCA.
- Trained Member Engagement Representatives to ensure attention to detail and high-level customer service.

Education

University of North Carolina at Asheville **December 2015**

- Bachelor of Science in Health and Wellness Promotion
- Cum Laude, Departmental Distinction Recipient, Chartwells Scholarship Recipient