

ALAN HORNBAKER

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EDUCATION

General Studies, Programming/Full Stack Web Development; University Of Kansas

EXPERIENCE

JANUARY 2021 – January 2023

TELLER, MAINSTREET CREDIT UNION

- Establish and manage positive relationships with credit union members and affiliates.
- Accurately process transactions and perform account maintenance as needed.
- Schedule appointments with loan officers, investment advisors, etc. Serve as notary public when needed.
- Continually maintain a balanced teller drawer, maintain and balance ATM, coin machine and vault.
- Field customer complaints and constructively manage repetitive overdraft situations without alienating credit union members.
- Remain calm in tense/combatative situations with members when they are uncooperative or aggressive.

APRIL 2018 – FEBRUARY 2021

PERSONAL TRAINER, GENESIS HEALTH CLUBS

- Conduct fitness assessments, movement screens, and initial complementary training sessions for new members.
- Establish and maintain rapport with clients to build credibility in the community and retain contracts.
- Design and coach a boot camp course 3 times per week, selecting movements that compensated for the various individual needs of each member, while still challenging them to step outside of their comfort zone.
- Collaborated with clients to set quarterly fitness goals while also assessing the exercise considerations of a variety of clients and design training programs that carry them towards their goals. Re-test/re-measure monthly to track progress and adjust programming as needed.
- Coach safe and effective exercise mechanics, intention of movement, and proprioception.

APRIL 2017 – JANUARY 2018

INTERIM OPERATIONS SPECIALIST, UNITED WAY

- Was a key piece in a small staff by taking the initiative to adopt a variety of roles and responsibilities as a building and tenant manager. Learned and developed proficiency in previously unfamiliar technologies and software.
- Acted as primary contact between United Way and third-party service providers, successfully negotiating agreements and contracts with minimal experience and supervision.

JANUARY 2016 – OCTOBER 2016

RECRUITER/TRAINER, WORLDS OF FUN

- Worked to complete operational activities necessary for high-volume recruiting (2,500+ associates). Strived for high-quality work while multi-tasking in a fast-paced environment.
- Facilitated group interviews of up to 12 individuals. Facilitated talent assessments, hiring decisions, and coordinated with hiring team to ensure all incoming associates fulfilled and strived to exceed park standards.
- Provided face-to-face post-interview feedback with candidates in a constructive and professional manner. Delivered effective explanations for “no hire” decisions, and clarified park standards for incoming associates.

FEBRUARY 2009 – SEPTEMBER 2013

FRONT END SUPERVISOR, DILLONS GROCERY

- Supervised cashiers and bagging clerks, kept peers on task and engaged with customers while using positive motivation and enthusiasm to energize team. Coached the mental and physical skills needed to provide exceptional customer service and maintain good relationships at work.
- Rendered daily schedule and organized workforce before the start of business each morning. Managed checkout lanes per business needs to maintain short wait times. Provided support to cashiers.

LEADERSHIP

APRIL 2012 – JANUARY 2013

CHAPLAIN, SIGMA PHI EPSILON FRATERNITY

- Collaboratively led and governed a 110-man fraternity as part of an eight-person leadership team. Cooperatively created and maintained a \$700,000 budget as a member of the executive board.
- Served as a mentor for a 35-man freshman class and used positive motivation and enthusiasm to cultivate success. Served as chairman of the judicial board responsible for maintaining moral rules and code of conduct. Mediated disagreements and promoted a nurturing, mutually supportive culture.

JANUARY 2016 – OCTOBER 2016

PERFORMANCE MEMBER, ROCK CHALK REVUE AT KU

- Worked more than 70 hours of community service; assisted in managing rehearsals and set construction; performed in a musical play.



