

Dorotea Flores-Kestner

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Adaptive and enthusiastic professional with over five years of leadership experience, including three years as a training instructor, new hire supervisor, and instructional content creator. Looking to utilize excellent web development and communication skills, a background in project management, and a penchant for process improvement.

Skills & Expertise

- Customer Care & Call Handling (Avaya)
- Leadership & Training (Virtual & Class)
- Writing/Formatting
- Financial and Consumer Loan Services
- Project Management
- Web Development
 - Git/GitHub
 - HTML/CSS
 - JavaScript & jQuery
 - Web APIs

Experience

DialogueDirect

Leadership/Training/Fundraising ▪ June 2019– July 2020

- Trained and managed team members to fundraise for international non-profit organizations

Sweet NOLA's Southern Food Lounge

Front of House Manager/Hostess/Server ▪ January 2017– June 2019

- Provided casual dine-in table service and handled take-out orders
- Responsible for front of house inventory and work schedules
- Managed reservations and seating arrangements for walk-ins
- Event Management

Navy Federal Credit Union

Documentation Specialist ▪ December 2015– September 2016

- Training Branch Recognition Award Recipient – February 2016
- Wrote and maintained online manual content for Contact Center Representatives
- Served as a liaison between Branch Operations, Contact Center Operations, and Consumer Lending
 - Subject Matter Expert for Contact Center Consumer Loans and Titles
 - Managed major procedural change projects and handled user experience testing
 - Developed eLearning and virtual training plans as needed

Training Instructor ▪ July 2013– December 2015

- Recognition:
 - Sustained Superior Performance Award, Jul 2015
 - Training Branch Recognition Award, Oct 2015 & Sep 2014
 - High Five Award for Service Excellence, Third Quarter 2014
- Supervised new employees and provided initial training on contact center policies and procedures
- Facilitated virtual and in-class advanced skill courses for current employees
- Collaborated with instructional designers to test and improve training methods and develop more effective resources
- Initiated/participated in multiple projects implement new systems and procedural changes

Navy Federal Credit Union (continued)

Member Service Representative ▪ October 2012– July 2013

- Recognition: six Quality Service Certificates and three Top Performer Awards
- Provided accurate information and assistance to callers
- Completed transactions and performed account research in accordance with established policies and procedures

Certificates

- Six Sigma Green Belt Training
- Bob Pike's Train the Trainer Bootcamp
- Training Certification Program

Education

- General Equivalency Diploma (2012)
- Lord Fairfax Community College (2011-2012)
- Bard College at Simon's Rock (2008-2010)

References

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D.C. City Coordinator, DialogueDirect
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Owner & Head Chef, Sweet NOLA's
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Design Supervisor, Navy Federal Credit Union
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Training Supervisor, Navy Federal Credit Union
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