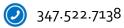
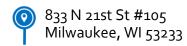
JACOB S HANSEN









05.2015 Current Duncan Solutions Milwaukee, WI | 888.993.8622

Workflow & Workforce Manager

- Streamlined contact center metric reporting from multiple sources— Intersystems Cache Database, MS SQL Server Databases, MS Access Databases & SharePoint Lists—reducing daily update time by 60%
- Built MS Access apps with VBA code to improve data collection & reporting—needs discovery, building, testing & maintenance
- Project management
- Streamlined monthly client reporting—reducing time to completion by over 25%

04.2012 05.2015

Fox Bros Piggly Wiggly Slinger, WI | 262.644.5281

Customer Service Manager

- Ensure a superior customer experience
- Process returns & exchanges
- ♦ Manage & train Front End team members
- ♦ Complete & deliver performance reviews
- Write weekly schedule for Front End
- Product Ordering
- Balance tills, safe & daily bookwork

01.2012 02.2011 Potawatoni Bingo Casino Milwaukee, WI | 800.729.7244

Vault Main Banker

- Replenish funds in ticket redemption machines
- Implemented plan that reduced scheduled ticket redemption machines down time by 50%
- Process exchanges, buys and deposits for currency, coin & chips
- Count & balance vault monies



Customer Service 🔘 🔯





Computer Skills







Team Work



MS Access



Critical Thinking



VBA



Communication



SQL







