

# Katherine Fancher-Johnes

Web development student and long-time customer service professional seeking to combine my skills and experience in order to bring value to a web development team.

kljohnes@gmail.com

<https://github.com/>

## EXPERIENCE

### **Stifel, Indianapolis, IN — Sr. Registered Client Service Associate**

September 2007 - PRESENT

- Provide sales and operational support to clients and financial advisors at a growing full-service regional brokerage firm
- Build relationships with clients and leverage appropriate resources in order to meet their needs and exceed expectations
- Accept and execute securities orders utilizing a high attention to detail and adhering to firm and regulatory standards

### **Good's Candy Shop, Anderson, IN — Sales Associate**

August 2006 - August 2007

- Provide friendly and helpful assistance to retail and wholesale customers
- Was entrusted to operate store in owner's absence
- Maintained stock, appearance, and cleanliness of store

### **Staples, Indianapolis, IN — Sales Associate**

October 2004 - April 2006

- Consulted with customers and suggested copy and print services to meet their needs
- Ensured quality customer service during all stages of the order process, including order placement and payment, routing, production, and delivery
- Drove sales through up-selling and cross-selling, in-store canvassing, and the customer call-back program

## EDUCATION

### **Eleven Fifty Academy, Fishers, IN**

March 2021 - present

Web Development Program

### **Butler University, Indianapolis, IN**

August 2003 - August 2006

B.A. in International Studies, cum laude

## SKILLS & STRENGTHS

Customer service

Collaboration/teamwork

Problem solving

Critical thinking

Flexibility/adaptability

Written/oral  
communication

Ability to quickly master  
new skills

## TECHNICAL EXPERIENCE

HTML

CSS

Bootstrap

Javascript

Git/Github

## LICENSES

FINRA Series 7 - General  
Securities Representative

FINRA Series 63 - Uniform  
Securities State Law  
Examination