

Kristen Santee

Member Service Representative



Sants1706@gmail.com



616-915-8500



18401 21st Ave E
Spanaway, WA 98387

EDUCATION

Bachelor of Arts/Classics & History
Grand Valley State University
Allendale, MI
2007-2012

ADDITIONAL SKILLS

Adaptability
Collaboration
Creative Problem Solving
Critical Thinking
Proficient in Written Communication
Public Speaking
Punctuality
Strong Work Ethic
Technologically Adept
Training

LICENSES AND CERTIFICATIONS

NMLS #1893985
2019

CAREER OBJECTIVE

Member Service Representative with 6+ years in the credit union service industry seeking challenging position and leadership track. Experienced in complex problem solving, effectively communicating both verbally and in writing, and adapting to a rapidly changing work environment. Well practiced in Microsoft suite, including

PROFESSIONAL EXPERIENCE

Member Service Representative III

Navy Federal Credit Union Saint Robert, MO | August 2018 – Present

- Organized, designed, and presented Mortgage 101 course for Missouri S&T Veteran students using public speaking skills to successfully convey the homebuying process to veterans.
- Organized and presented Homebuyers Seminar at local branch. Spoke publicly in support of NFCU products and services and facilitated in generating positive relationships with local real estate professionals.
- Received personal recognition from VP of Branch Operations for performance during company-wide competition.
- Using public speaking and training skills, presented trainings during monthly team meetings and daily huddles across range of topics.
- Deftly navigated difficult member situations and presented members with reasonable outcomes.
- As 2019 GEM Champion, represented local branch at regional meetings and championed broader GEM involvement among peers.
 - Coordinated and organized branch-wide competitions to generate more activity.
 - Presented and analyzed GEM data to help peers understand complexities of targets, progress, and how to reach goals.

Real Estate Agent

Kensington Real Estate Tacoma, WA | October 2017 – Present

- Facilitated in multiple referrals while living out of state, maintaining partnership network and positive agent interaction.

Barista

Spotted Cow Tacoma, WA | October 2017 – May 2018

- Took on local leadership role as interviewer and trainer for new baristas within three months of starting.
- Responsible for updating inventory lists to stay current with changing market needs.
- Responsible for managing shopping and inventory for the shop.

Front Desk Coordinator

Sono Bello Tacoma, WA | September 2016 – September 2017

- Responsible for maintaining an organized and efficient surgical space for patients, sales, and medical personnel.

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- Introduced new strategies to improve clinical productivity.
- Trained new and existing staff on software and daily responsibilities to improve operational efficiency.

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