

Katie Thorpe

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Overview and Skills

My experience in talent management and training as well as applicant engagement has led me to an organized and proactive approach with my work as well as a drive to innovate engagement tools and team collaboration. With years of experience juggling a full workload while monitoring and meeting metrics, I am eager to take on new challenges and grow my leadership skills. My computer skills include:

- Microsoft Office (Excel, Outlook, Word, Power Point)
- Salesforce (editing pages, using the dashboard, and customizing reports)
- Beginner Programming: CSS, HTML, Javascript, jQuery
- Typing Speed: 60 words per minute

Education

University of Wisconsin—Madison
B.A. English Literature and Psychology

August 2010 – December 2013
GPA: 3.4

University of Denver
Full Stack Coding Bootcamp

March 2020 – September 2020
Grade: A

Experience

2U, Inc. Admissions Counselor
Denver, Colorado

May 2019 – present

- Meet metrics of calling and connecting with a certain number of prospects and students each day while providing accurate guidance and information on program details
- Expert in connecting applicants with resources that will provide deeper knowledge of the program, including class visits, Front Rows, Roundtables, and webinars
- Nominated by a manager to train new hires on the admissions team in the use and power of engagement tools—trainings occur once a month
- Coordinated weekly sessions for three student facing teams to get to know one another in small groups and improve relationships, with the goal of creating more collaboration to improve applicant and student success.
- Trained two colleagues on the Zoom classroom and how to conduct a Front Row with an applicant
- Exceeded goals for registered students past add/drop for the January 2020 cohort

Kelly Services Recruiter
Denver, Colorado

April 2017 – May 2019

- Recruited guest teachers and paraprofessionals for over 90 schools in the area creating posts and searching resume databases on Indeed, Facebook, Craigslist, CareerBuilder, Kelly Career Network, etc. as well as attending job fairs/community events
- Conducted 12 interviews a week, ~3 performance calls a week to employees on how to improve based on school feedback, oversaw ~1 investigation per week of incidents involving employees, and hired 7 employees a week. Conducted terminations as well
- Handled communications (phone and email) regarding payroll questions, school concerns, sub concerns, etc. from over 90 clients and 770 employees
- Led orientation for new hires once a month and ensured all new hires have all paperwork completed as well as backgrounds ran and an application submitted to Colorado Department of Education for substitute authorization
- Built profiles in Frontline and sent new employees logins as well as useful tools to get started
- Used understanding and professionalism to deescalate distressed employees

TEKsystems Customer Support Associate
Denver, Colorado

November 2015 – April 2017

- Managed all payroll and operational support for the business of 10 account managers
- Utilized multiple time keeping systems to track hours for 130 consultants to pay them weekly as well as ensure all timecards were approved by the client

References available upon request

- Worked as the primary liaison between field office and corporate office regarding billing issues and consultant compliance
- Ensured all consultants were on-boarded and off-boarded to client's compliance specifications
- Extreme attention to detail entering information using PeopleSoft, sending employee folders to corporate, and ensuring the office was informed of the status of all starts
- Answered all phone calls and directed calls to the appropriate contact
- Sent paperwork, entered backgrounds, set up drug screens, and completed I9s by validating IDs using E-Verify for every new consultant (~4 per week)
- Met with each account manager bimonthly to review missing items and inquire about upcoming business