

Sara K. Vogl

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SUMMARY

Self-motivated individual who brings a creative and critical-thinking approach to problems, generates proactive solutions, finds fulfillment in spearheading team-building opportunities, and passionately creates and cultivates dynamic relationships with colleagues and clients alike.

CAREER DEVELOPMENT

All Campus, Chicago, IL (*f.k.a. Alloy Education*)

August 2012 – Present

Director of Client Services

Seamlessly transitioned into client service from the role of Client Operations Manager. Continuously on-boarded 'Top 100' University clients while successfully managing an already existing portfolio of relationships. Day-to-day responsibilities include managing clients through effective telephone and email interactions, and working diligently to maintain solidarity between the client's expectations and the company's deliverables. Other duties include creating and delivering detailed client reports, assisting with the invoice and billing process at each collection period, and working as a liaison to develop amenable contract amendments when necessary. Constantly working to identify opportunities to "upsell" within already existing client relationships, and trusted by the CEO and Senior Executive team to make high-level decisions within client partnerships.

Alloy Education, Chicago, IL

June 2010 – August 2012

Client Operations Manager

Originally hired as a Marketing Intern and later promoted to Marketing Coordinator, Business Analyst, and ultimately Client Operations Manager. Worked closely with the Senior Executive team to conceptualize the structure and develop a strategy to effectively manage the company's rapidly expanding Enrollment Center. Provided CRM system training and support to staff. Successfully researched options and ultimately migrated the company to a new CRM system. Consistently maintained a cohesiveness between the marketing and enrollment teams while pro-actively identifying problems and creating streamlined solutions for the Enrollment Center.

Güd Marketing, Lansing, MI (*Formerly Pace & Partners, Inc.*)

May 2009 – January 2010

Marketing Intern

First intern in the history of the company to be trusted with vendor relations. Responsible for organizing events and coordinating necessary details with company staff and third-party vendors. Worked on projects for major clients including the State of Michigan and Capital Area Transportation Authority (CATA). Played a pivotal role in developing the 'Entertainment Express' bus route through East Lansing, Michigan.

EDUCATION

General Assembly, Chicago, IL

Dec 2015 – Feb 2016

Front-End Web Development

Loyola University Chicago, Chicago, IL

August 2007 – May 2011

BBA in Finance, Summa Cum Laude

Honors College

Minors: Marketing, Dance

John Felice Rome Center, Rome, Italy

Spring Semester 2010

Study Abroad Semester

Williamston High School, Williamston, MI

August 2003 – June 2007

College Prep, Valedictorian

ACTIVITIES/SOCIETIES

Zumba / Dance Cardio Instructor (*Southport Fitness / Studio Fit*), Active Alumnus of Business Professionals of America (*Former State President of Michigan Association, 2006-2007*), Loyola University Chicago Honors College Alumnus, National Society of Collegiate Scholars, Alpha Sigma Nu (*Honor Society of Jesuit Colleges and Universities*), Beta Gamma Sigma (*Highest Recognition – AACSB Accredited Business Student*)

PROFICIENCIES

Strong listening, written, and verbal communication skills. Demonstrated talent for identifying, analyzing, improving, and streamlining complex work processes. Computer-literate performer with wide-ranging software experience. Agile team-player who thrives in fast-paced business environments due to a proven ability to juggle multiple, concurrent projects. Familiar with HTML, CSS, JavaScript, and jQuery.

REFERENCES (ADDITIONAL REFERENCES AVAILABLE UPON REQUEST)

Mrs. Carole Tuckey, Production Manager, Güd Marketing, tuckey@gudmarketing.com, (517) 599-6298

Ms. Stacy Neier, Professor, Loyola University Chicago, sneier@luc.edu, (573) 808-3751