

Taylor Zlomke

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Education

University of Nebraska-Lincoln

Graduated May 5, 2012

Degree: Bachelor of Science in Business Administration

Major: Marketing

Employment History

Credit Union of Colorado

July 2013 - Present

Mortgage Services Specialist. Member of two-person team responsible for servicing activities of the credit union's nearly 4000 mortgage accounts. Day to day responsibilities include handling escrow payables in addition to ensuring that loans are paid in a timely manner and that member insurance is current and sufficient to cover credit union liability. Coordinated with third-party vendor to streamline payments to insurance companies significantly reducing overhead and man-hours dedicated to insurance processing.

Card Services Specialist. Involved in management of daily functions and long-term projects related to card activity of over 100k members including fraud investigation. High volume environment required strong transactional accuracy and organizational skills. Worked on a variety of projects relating to core processing and CHIP card conversion including restructuring of ATM card program. Team successfully implemented programs to increase efficiency and reduce amount of fraudulent activity written off as loss.

Member Services Representative. Responsibilities included processing loan applications, interpreting credit reports, troubleshooting technical issues, and a wide range of other duties while serving as a primary member contact point. Continually demonstrated capability to perform in high-paced environment, processing upwards of 100 calls and 20 loan applications per day. Quickly given additional responsibilities including mentorship role.

Bank of the West

October 2012 - July 2013

Customer Service Representative. Responsible for handling daily transactions while leveraging role as primary point of contact to increase cross-sales of customer services and generate new accounts. Developed proficiency with CRM software. Reached sales goals in every quarter during employment.

Jimmy John's

June 2012 - October 2012

Shift Manager. Responsible for balancing cash registers and deposits, preparing inventory for day's use, arranging and coordinating catering orders and deliveries, and supervision of both in-store and delivery staff. Received promotion within two weeks of employment.

Other Experience

The Dailier Nebraskan

- Helped found and wrote articles for campus newspaper in the vein of *The Onion/AV Club*
- Provided coverage of 2011 Austin City Limits Music Festival

University Program Council

- Promoted on- and off-campus programs and events for the UNL community

Motion Trap

- Wrote copy for promotion of band's 2014/2015 tour and album *PALEBLUEDOT* and 2017 album *Locus of Control*

Skills and Interests

- Proficient with Mac/PC, MS Office, Adobe Illustrator, etc.
- Strong writing and journalism background
- Excellent marketing, customer service and project management skills
- Passionate about music and media