**YOUR NAME**

(317) 000-0000 Indianapolis, IN email@gmail.com

# Skills Summary

* Excellent verbal and written communication skills
* Leadership experience
* Strong decision maker
* Time management
* Organized
* Detail oriented
* 6+ years training others

# Professional Experience

Lending Services Representative NextGear Capital, Inc. Carmel, IN August 2016 – Present

* Review and respond to emails from internal and external customers in a timely manner while ensuring requests are handled efficiently
* Developed efficient process for daily, weekly and monthly production reports using Microsoft Excel
* Collaborate with legal team to audit and design efficient policies
* Review and research UCC and PPSA filings to ensure company is adequately secured

Team Member – assigned to NextGear Capital, Inc. That’s Good HR, Inc. Indianapolis, IN March 2016 – July 2016

* Input application data from field representatives via Outlook email system
* Accurately identify and input relevant business information
* Process daily, weekly and monthly production reports
* Research and address both internal and external customer queries

Account Manager JD Byrider Carmel, IN May 2012 – February 2016

* Developed and maintained strong working relationship with 160+ clients
* Create monthly production and staffing budgets
* Write and deliver annual performance reviews
* Successfully perform data analysis to ensure proper allocation of resources within the department
* Managed business line which generated more than $720K annually
* Reduced turnover from 152% to 47% by increasing career opportunities and streamlining recruitment process

Supervisor JD Byrider Carmel, IN September 2011- May 2012

* Supervised 20+ employees daily
* Trained and coached employees on performance
* Generated monthly reports manually to be distributed nationally

Customer Service Representative JD Byrider Carmel, IN May 2011-September 2011

* Demonstrated exceptional customer service
* Maintained above average results in regards to outbound dials per hour
* Completed above quota surveys per hour

# Education

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| --- | --- | --- |
| Western Governors University | Indianapolis, IN | October 2014 - Present |
| Business Management |  |  |
| Indiana University Purdue University Indianapolis Business Management | Indianapolis, IN | August 2006 – May 2008 |