

Alexa A. Glau

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Education

Kalamazoo College – Bachelor of Arts, Kalamazoo, MI | June 2014

- Major: Anthropology and Sociology
- Concentration: Public Policy and Urban Affairs
- Senior Individualized Project (Thesis): "Understanding Trepidation: An Analysis of Creating a Feminist Identity in the Third-Wave Feminist Movement"
- Launched the City of Kalamazoo's, "*Clean Up, Not Cover Up*" Campaign
- Assisted in the development of Kalamazoo County's Affordable Housing Inventory

Experience

Educational Community Credit Union – Closing Specialist, Kalamazoo, MI | Mar. 2015 – Present

- Audit consumer loans and manage loan department correspondence for seven branch locations
- Developed and implemented a paperless loan filing system
- Participated in and supported a company-wide core conversion team

Educational Community Credit Union – Financial Services Representative, Kalamazoo, MI | Sept. 2014 – Mar. 2015

- Educated members on various credit union services and products
- Fulfilled member's financial needs and requests
- Cash handling, financial services, membership, and sales experience

Battle Creek Outdoor Education Center – Instructor, Dowling, MI | June – Aug., 2010-2013

- Completed leadership training for high school, counselor, lead counselor, and instructor positions
- Facilitated camp entertainment and recreational activities for children, Kindergarten—5th Grade
- Responded to student conflict by employing collaborative problem solving and one-on-one counseling

Skills

- Proficient in MS Office Suite, Mac OS Software, SPSS and ATLAS.ti
- Highly effective organizational, interpersonal, decision-making, and problem solving skills
- Strong verbal and written communication skills
- Experience with community engagement, outreach and customer service

Activities

- Educational Community Credit Union Wellness Committee Member | 2014-Present
- AAUW Member | 2014-Present
- USGA Member | 2010-Present
- Kalamazoo College Hightower Symposium Student Chair and Presenter | 2014
- Legacy Scholars Board of Directors, Member | 2008-2010

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