

Elizabeth Newton
517 E Trilby Rd #40, Fort Collins, Co 80525
970-317-7199
[Linkedin Profile](#)

Career Summary

An experienced training professional with demonstrated success in developing, delivering and evaluating corporate training programs. Special skills in online training for a variety of audiences. Recognized for alignment of training solutions with business goals, management of projects and people, process improvement, needs analysis and training evaluation.

Work Experience

BLUE FEDERAL CREDIT UNION, Fort Collins, CO

Call Center Specialist II October 2018 - current

- Answer incoming calls and determine the needs of the caller.
- Perform teller functions for members (i.e. transfer funds between accounts and/or loan, stop payments, close and reorder debit cards, provide balances and process transactions, reissue and reset pin numbers, process loan or credit card payments, etc.) to assure customers needs are addressed in a polite and friendly manner.
- Identify products/services that might be beneficial to members and provide them with information over the phone about the products/services and how they would provide value to the phone and encourage them to upgrade their relationship with the company (cross-telling/selling).
- Monitor and process loan payoff information in an accurate and timely manner.
- Cross-sell Virtual Branch and bill pay services and assist members in setting up Virtual Branch enrollment and understanding the e-statement process
- Assist other departments and branches with transactions as needed in fulfilling member requests and merchant verification.

PUBLIC CREDIT SERVICE UNION, Fort Collins, CO

Customer Service Representative March 2017- October 2018

- Process a variety of financial transactions that may be conducted via phone or electronic means; including the opening and closing of additional share accounts, IRAs, issuing checks, transfers, loan payments, issuance of certificates, drafts and other negotiable instruments, fraud notification, and processing wires.
- Educate, encourage and sell members on the use of alternative delivery channels, including ATMs, kiosks, on-line banking, bill payment, RDC, Shared Branching and automated telephone services.
- Research member concerns, complaints and problems related to their account(s) and handle within established service standard time frames.
- Respond to routine member inquiries regarding the operation of accounts, access to services, account discrepancies, balancing and reconciling, card/check ordering, adding or reducing service features and assisting members to make the most effective use of Credit Union products and services.

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QUALFON, Fort Collins, CO

Customer Service Representative May 2013–Nov 2015

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders ,cancel accounts, or obtain details of complaints
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Refer unresolved customer grievances to designated departments for further investigation.

WESTON DISTANCE LEARNING, Fort Collins, CO

Instructor, Apr 2010–Jul 2013

- Adapt teaching methods and instructional materials to meet students' varying needs, abilities, and interests.
- Assign and grade class work and homework.
- Prepare and administer written, oral, and performance tests, and issue grades in accordance with performance.
- Observe and evaluate students' work to determine progress and make suggestions for improvement.
- Establish clear objectives for all lessons, units, and projects and communicate those objectives to students.

HEWLETT PACKARD, Palo Alto, CA

Client Trainer/Consultant, Sep 1991– Sep 2009

- Used the ADDIE model to assess, design, develop, deliver and evaluate technical and soft-skill training programs to **global** audiences.
- Prepare and manage training budget for department and organization.
- Analyze training needs to develop new training programs or modify and improve existing programs.
- Conduct and arrange ongoing technical training and personal development classes for staff members.
- Deliver orientation sessions and arrange on-the-job training for new hires.
- Develop and deliver testing and evaluation procedures using Donald Kirkpatrick's evaluation model; results showing increased employee performance.
- Plan, develop, and provide training and staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops
- Led and delivered career coaching for students to sharpening interview techniques and resume writing.
- Used change management processes and tools to increase acceptance of new cultures and support the mission of the organization.
- Developed and led recruiting efforts for new call center agents and trained new hires.
- Used project management skills to streamline processes, managed the work of dozens or even hundreds of people locally and globally, and kept production on time.

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Education

Regis University, Denver, CO

ME.d - Adult Education, Nov 2015

BA Organizational Development minor Human Resources, August 2005

Additional Skills

Proficient in Microsoft Products-Word, Excel, PowerPoint, Access Communication Expert
Project Management, Technical Acumen, Consulting, Sales