

**Nicole Frank**

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Broomfield CO, 80021

**I am a self-starter with strong verbal & written communication skills, proven organizational, planning, and execution skills. I am able to focus on a single project or multitask depending on what needs of the business. I am highly skilled with multiple CRM systems, Word, Excel, PowerPoint, Photoshop, and video editing. I thrive while working in a demanding fast-paced environment where I can show my mettle helping your company improve its performance and bringing customer satisfaction to the next level.**

**EMPLOYMENT**

**CORPORATE:**

**Service Source, Revenue lifecycle management, Denver, CO**

06/2015-6/2017

**Senior Operations Services Specialist**

- Created system to simplify strategic high dollar maintenance renewal quotes
- Collaborated with management to prioritize strategic needs as well as developing a strategic plan that increased return from work queues
- Adapted to new and constantly evolving quoting processes without drops to accuracy or production totals
- Adapted to new upper management and changes in corporate philosophies
- Assisted direct manager regularly with projects aimed at increasing the accuracy of loaded data as well as promoting client satisfaction
- Assisted in the coaching of peers and new hires on how to meet deadlines as well as the importance of process adherence/accuracy
- Diffused escalations while clearly communicating with the client to set quote delivery expectations
- Promoted to senior level of my position ahead of normal timeline and during hiring/promotion freeze
  - Promotion was a reward for going above and beyond the expectations of the position
- Consistently exceed weekly production goals and deadlines
  - Achieved average weekly production totals at 120% of assigned goal
  - Average weekly goal was among the highest on the team
  - Maintained 99% accuracy on quotes, client requires 95% accuracy

**Communications Council Member, Employee Resource Group**

- Wrote an office wide segment for the weekly newsletter; segments include:
  - Events happening in Denver area
  - Recipes and tips to increase the overall health of the office
  - Tips on dealing with stress and ways to increase productivity
- Organized marketing campaigns
- Constructed emails to advertise company-wide activities and events

**Vail Resorts, Corporate, Broomfield, CO**

09/2013-05/2015

**Call Center Representative**

- Improved customer service by creating lifetime guest experiences.
- Consistently exceeded weekly goals.
- Part of a select team that processed returns and pass/lift ticket changes.
- Improved department performance by updating various office spreadsheets.
- Exceeded daily fulfillment
- Was the go to rep for escalations when management was unavailable

**GUEST SERVICE:**

**YMCA of the Rockies, Granby, CO**

10/2012-09/2013

**Front Desk Attendant**

- Increased YMCA memberships through successful promotion and sales.
- Improved department performance through new employee training.

**Event Host** *Volunteer*

- Developed a new role of Host/MC that improved event entertainment.

**EDUCATION**

**Colorado State University Ft. Collins, CO**

Graduation: Spring 2011

*Double Major - Bachelor of Arts in **Technical Journalism concentration in computer mediated communication/marketing and Communication Studies***