

Rosalie K. Wabs

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CAREER SUMMARY: Twenty years experience in support and leadership positions. Experienced in teaching, banking and telecommunications. Gained leadership and communication skills as an elementary teacher and as a bank supervisor. Regarded as a dedicated, disciplined professional who is very resourceful in achieving goals.

Experience:

Boulder Valley and St. Vrain Valley School Districts 2003- Current
Substitute Teacher

IBM Integrated Systems Solution Corporation Boulder, Co
Customer Support Representative 1992-2002
Monitored the network and administered Netview. Did first level problem determination from major node down to the DSU/CSU. Reported application problems and missing work from the distribution system. Facilitated documentation through the Information Management System.

Commerce Bank Kansas City, Mo
I/O Control Supervisor 1980-1992
Hired, trained and supervised clerks who were engaged in demand deposit accounting and the preparation of input for savings, loans, certificate of deposits, general ledger and electronic funds transfer. Coordinated these functions with other departments such as Transit, Lock Box and Cash Management. Over saw the distribution of the updated reports to various affiliates and departments of the bank.

Tab Operator, Keypunch Operator, Control Clerk 1973-1980
EXPERIENCE PRIOR TO 1973
Elementary school teacher for 10 years

Accomplishments:

Met service level agreements with a customer satisfaction rating of 98.2%. Did this, in part, by cutting call response to 12 seconds; by reducing turnaround time on missing reports to 24 hours; by increasing feedback with follow up calls; and by being pro-active.