

Karen D. Colvin

433 Bannock Street - Fort Collins, Colorado 80524 (970) 402-7498

Karen.D.Colvin@gmail.com

The ability to organize anything is one of my greatest assets. Along with being very dependable and a team player, I have strong customer service skills, and excellent time management skills. I am detail oriented, excel at multi-tasking and thrive on learning new things.

Skill Set

Capable of managing simultaneous projects while meeting deadlines

Excellent customer service skills

Ability to work independently and still be a team player

Proactive communication

Knowledge of computers

Strong organizational skills and detail oriented

Excellent listening skills

Knowledge of:

Microsoft Office suite

Internet (Chrome and Firefox)

Adobe DC Pro PDF maker

Experience

Business Support Administrator

CPP Wind Engineering Consultants; Fort Collins, Colorado

September 2014 – Present

- High levels of MS Office usage for contracts, proposals, and reports
- Prepare Statement of Qualifications for potential clients
- Records management in Outlook and company servers
- Project Manager of our proprietary software
- Manage the Administrative and Human Resources section on the company Wikipedia
- Maintain organization charts and phone lists
- Adding contacts into a CRM system called Zoho
- Preparing proposals for the Business Development team
- Entering/tracking proposals, revision, and addendums into proprietary software
- Projects as needed for Accounting, Project Managers and Business Development

Faculty Support Specialist/Financial Aid Officer

Weston Distance Learning; Fort Collins, Colorado

August 2007 – August 2013

- Directly responsible for credentialing new adjunct Faculty for McKinley College, online Associate degree programs. Faculty must meet state and national accrediting body requirements along with the companies requirements
- Responsible for creating, disseminating and tracking contracts before the start of each term to assigned faculty
- Facilitate payments to faculty for services performed several times a term
- Proposed a system of Adjunct Faculty invoicing for their services; in process of implementation
- Organized the system of assigning faculty to classes and getting the required information to the IT department to create the classes needed for an upcoming term.
- Effectively communicated with internal and external employees verbally and in writing
- Facilitate all aspects of Military benefits including MyCAA, for US Career Institute, At-Home Professions and McKinley College
- VA School Certifying Official for all three schools
- Respond to students concerns via multi line phone, email and mail

- Maintain accurate records for VA files as well as the for the schools
- Worked with third party payers to enable students to enrolled in classes; invoicing and follow up
- Counsel students regarding the processes necessary to complete their education
- Conflict resolution, problem solving, and team work
- Prior to promotion, Student Services Trainer; created the training study manual/training plan for new Student Service employees to use while I trained them position; one to four representatives at a time for four to six week each

Assistant General Manager & Sales Manager

Best Western University Inn; Fort Collins, Colorado

October 2005 – July 2007

- Managed all thirteen employees, covering all hotel departments
- Coordinate, direct and manage the daily operation to achieve hotel profitability, ensure guest satisfaction, and upkeep concerning maintenance of facilities
- Corresponds with group leaders, potential guest and travel agents to sell/promote the hotel and our conference room
- Conference room coordinator; scheduling of events and preparation of Banquet Event Orders for each individual event including setting prices and budgeting expenses for each event
- Track sales revenue of conference room and the hotel as a whole; compared year to date figures to the previous years and evaluate how to improve sales
- Communicate effectively, both verbally and written, with guests, vendors and co-workers
- Developed a training manual for new employees
- Scheduling of Front Desk, Maintenance and Housekeeping staff
- Front Desk Manager; day to day operations as well as orchestrating of large group reservations including check in and out including having all rooms clean and pre-keyed for arrival
- Handle multi line phone system
- Creating flyers, coupons and other advertising media for this hotel as well as our sister hotel
- Respond to all complaints/complements from comment cards and customer satisfaction surveys in a timely manner

Education

Colorado State University

Fort Collins, Colorado

January 1998 - May 2000

Bachelors degree, Organizational Management

- Delta Sigma Pi; co-ed Professional Business Fraternity,
- Brotherhood Chair- Fall 1998 - Historian- Spring and Fall 1999; National Deans List 1998-2000

Westchester Community College

Valhalla, New York

August 1994 - May 1997

Associates Degree, Business Administration

- Association of Collegiate Entrepreneurs - Secretary 1994-1995; Dean's list 1996; Alpha Beta Gamma-Business Honor Society

References

Ellen C. Rotunno

970.631.0158

Michelle Blomfelt-Jabs

970.987.0921

Elizabeth McQuestion

970.691.8686

Mandi Myers

970.389.8531

Nisthina McWhirt

970.691.1834