

# Kristen Santee

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## EDUCATION

*Bachelor of Arts/Classics & History*  
Grand Valley State University  
Allendale, MI  
2007-2012

## ADDITIONAL SKILLS

Adaptability  
Collaboration  
Creative Problem Solving  
Critical Thinking  
Proficient in Written Communication  
Public Speaking  
Punctuality  
Strong Work Ethic  
Technologically Adept  
Training

## LICENSES AND CERTIFICATIONS

NMLS #1893985  
2019 – 2020

Management Development Certificate  
*University of West Florida*  
2021

## CAREER OBJECTIVE

Training in web development for career change to technical field. Experienced in complex problem solving, effectively communicating both verbally and in writing, and adapting to a rapidly changing work environment.

## PROFESSIONAL EXPERIENCE

### Member Service Representative II

**Navy Federal Credit Union Tacoma, WA | August 2018 – June 2022**

- Organized, designed, and presented Mortgage 101 course for Missouri S&T Veteran students using public speaking skills to successfully convey the homebuying process to veterans.
- Developed internal tracking system to monitor cash flow and usage.
- Received personal recognition from VP of Branch Operations for performance during company-wide competition.
- Using public speaking and training skills, presented trainings during monthly team meetings and daily huddles across range of topics.
- Deftly navigated difficult member situations and presented members with positive outcomes.
- As 2019 GEM Champion, represented local branch at regional meetings and championed broader GEM involvement among peers.
  - Coordinated and organized branch-wide competitions to generate more activity.
  - Presented and analyzed GEM data to help peers understand complexities of targets, progress, and how to reach goals.

### Real Estate Agent

**Kensington Real Estate Tacoma, WA | October 2017 – Present**

- Facilitated in multiple referrals while living out of state, maintaining partnership network and positive agent interaction.

### Barista

**Spotted Cow Tacoma, WA | October 2017 – May 2018**

- Took on local leadership role as interviewer and trainer for new baristas within three months of starting.
- Responsible for updating inventory lists to stay current with changing market needs.
- Responsible for managing shopping and inventory for the shop.

### Front Desk Coordinator

**Sono Bello Tacoma, WA | September 2016 – September 2017**

- Responsible for maintaining an organized and efficient surgical space for patients, sales, and medical personnel.
  - Introduced new strategies to improve clinical productivity.
- Trained new and existing staff on software and daily responsibilities to improve operational efficiency.