

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.