

Keylee Petersen

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Work Experience

LIFT ACADEMY | ADMISSIONS & ENROLLMENT ADVISOR | JANUARY 2023-CURRENT

- Identified gaps in professional development and developed and implemented comprehensive training programs for the Admissions and Enrollment team at LIFT Academy. Created training and training aids focused on enhancing communication skills, customer service excellence, and enrollment best practices.
- Assigned team members training topics to give in meetings and served as a resource for helping them learn how to train the topic given through training aids designed.
- Identified the lack of instructional documents and created a SME job aid document for new hires to assist with day to day processes.
- Utilized Exploratory Sessions, which were 30 minute informational sessions, to attract and enroll prospective candidates three times a week.
- Utilized TargetX, Ring Central, and CRM Salesforce to maintain and nurture candidate pipelines, ensuring a steady flow of qualified applicants.
- Coordinated candidate interviews and facilitated seamless enrollment processes, providing personalized guidance and support to each applicant.
- Created multiple email templates and infographics for admissions advisors, recruiters, and leads to send daily to their candidate pools.
- Went to multiple Recruiting events (WAI, high school recruiting events, etc.) to recruit potential future students.

MEMBER SERVICE REPRESENTATIVE/SUPERVISOR/NEW EMPLOYEE TRAINER | AMERICA FIRST CREDIT UNION | APRIL 2019-DECEMBER 2022

- Resolved member inquiries and issues, including account management and financial transactions with effective problem-solving techniques. Cross-sold services and supported all functions within the Call Center Department. Learned business related equipment including 10-key, visa processing programs, telephone, and computer.
- Promoted to supervisor role, overseeing agents and providing mentorship and support to ensure high-quality service delivery. Consistently provided feedback and trained other agents how to best serve the members of the Credit Union.
- Promoted to the New Employee Trainer of the Credit Union, leading comprehensive training programs for new employees at America First. Collaborated with HR to streamline the onboarding processes and equip the new staff with the skills and knowledge to excel in their roles. Delivered training to 6-20 new employees every week about policies, procedures, and skills to help them at the Credit Union.
- Worked with peers to create and develop professional development training and presentations for upper management within the Credit Union.

TEAM LEAD | RUNWAY FASHION EXCHANGE | 2016-APRIL 2019

- Provided exceptional customer service and product expertise, contributing to increased customer satisfaction and loyalty.
- Promoted to Team Lead, where I developed and implemented training initiatives to enhance team performance and foster a positive work environment.

Additional Involvement:

- Communications Committee Member for the Sisterhood of Aviation at Republic (S.O.A.R) Employee Business Resource Group.
 - Responsible for taking meeting minutes and distributing amongst BRG Chairs.
 - Leading administration of the BRG web presence and maintaining the BRG intranet page.
 - Organizing and running BRG meetings, including agenda development.
 - Organizing and running annual leadership meetings.
- Member of the BAAR (Black Aviators at Republic) Employee Business Resource Group.
- Member of the Alpha Sigma Theta Chapter of Phi Theta Kappa Honor Society.

Education

Arts, Spanish Teaching Concentration, A.S. | 2019 | WEBER STATE UNIVERSITY | SUMMA CUM LAUDE

Aeronautical Science, Aviation Management Concentration, B.S | AUGUST 2022 | UTAH VALLEY UNIVERSITY | SUMMA CUM LAUDE

Aeronautical Science, Aviation Education Concentration, M.S | PROJECTED MAY 2025 | MIDDLE TENNESSEE STATE UNIVERSITY

Skills & Abilities

- CRM Salesforce
- Microsoft Office Suite (Excel, Powerpoint, Word, etc.)
- Experience with Adobe Creative Cloud
- Training and development
 - Understanding in instructional design methodologies.
 - Familiar with Systematic Approach to Training (SAT/ADDIE)
- Public speaking
- Leadership and team management
- Communication and interpersonal skills
- Conversationally fluent in Spanish
- Being a Good Mentee Certificate
 - Workplace relationship skills
 - Career management