

**Nancee Wolter**  
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### **Personal Statement**

Thank you, in advance, for your consideration of my resume.

After spending several years working from home and raising my family, I recently found myself re-entering the corporate workforce.

While most of my working experience has been in the credit union industry, I have found my skills and experience in Marketing has translated to all fields and allowed me to continue my passion of helping staff, owners and customer with their ever-changing business needs as a Freelance Marketing Professional.

I am constantly looking to improve my self and develop new relationships in the workforce. I am a firm believer that there is always opportunity to strive higher and gain more in every aspect of my life. I love what I do and am constantly looking for the opportunity to spread my knowledge to help others grow and familiarize myself with other organizations. I would enjoy the opportunity to meet with you and discuss available positions as well as the qualities and qualifications I am able to contribute in achieving and exceeding the needs and goals of you and your staff as well as your customer base.

### **Service Philosophy**

Even in a highly competitive market, the one thing I could always count on was the customers' needs continuing to evolve and change. Simply offering products has become a thing of the past and in time, I found it to be a marketing, service and sales job to not only offer a quality product mix to satisfy the customers, but being proactive in responding to their ever-changing needs. This is not only out of necessity to doing the right thing, but essential in retaining their loyalty and thus growing their relationship with company. But also as a service philosophy I have used throughout my consulting years with businesses of all kinds.

My basic philosophy on service continues to be that without customers, the staff will have no one to serve. And as such, to retain a solid customer base, you must have quality staff.

I find it impossible to offer high-quality customer service without a great team to do it. Yet, I have learned that the best way to achieve that is to take care of my staff first by offering training and support, guidance and a strong work ethic of my own. And in turn, the staff will not only be equipped to help your customers, but will be eager to do so and take pride in a job well done.

Over the years, I have provided marketing and management support and consulting to a wide range of industries including software companies, Gymnastics facilities, non-profit parent groups, restaurants, lodging, executive recruiters, finance and accounting firms, marketing firms, freelance writers, service organizations and companies of all sizes with varying budgets and goals. I have no doubt I could be an asset to your project as well.

Again, thank you for taking the time to look over my resume and consider my qualifications towards future employment with you and your staff. I look forward to hearing from you soon.

Nancee Wolter

## **Professional Experience**

### **2002 – Current      Freelance Marketing Consultant & Web Designer**

Since moving to Tucson, more than 9 years ago, I have developed a base of clients and friends for which I provide ongoing marketing support and web design services. I simply began consulting as a favor to a friend. Today, my client list has grown to include some of the finest companies and organizations in the area.

I pride myself in providing vendors and the clients I serve a marketing advantage over their competitors. Providing marketing expertise in addition to web design allows me to develop sites that will not only meet the marketing and business goals of the company we serve, but also satisfy the needs of the users they attract.

Utilizing programs including Microsoft Office, Excel, Dreamweaver, Fireworks, Front Page, Drupal, WordPress, Blogger, Corel Draw and Photo Draw, I have been able to provide impressive pieces, artwork, logo designs and website designs for all my clients. In addition, I have a vast network of some of the best web design, graphics, marketing, business coaches, copywriters, accounting, management, programming and IT professional whom which I have developed lasting relationships and have a continuing working relationship as we collaborate and support each other in many facets of our individual careers.

***To view a GALLERY of my work and client list, please visit [www.NanceeWolter.com](http://www.NanceeWolter.com)***

### **2009 – 2010      D'Mention Systems**

Tucson, Arizona	(520) 229-8730
Dave Liskow	General Manager
Current Position Held:	Web Project Consultant
FT Position:	\$ 2,250 per month plus commission

For several years, I provided Freelance Web Design Services to D'Mention Systems. In August, 2009, I was recruited to join their staff while continuing my freelance operations to help build their sales and marketing in promoting the web design department. Starting out as the Web Project Consultant and ending my stay with them as the Media Team Coordinator, I was responsible for overseeing internal start-up and/or development projects as well as all Web Design Projects.

While this position did not directly oversee personnel or their duties, as Web Project Consultant I was responsible for coordinating the team efforts to maintain the budget, timeline and client relationships throughout a projects entirety. From Web Design, Video Production, marketing and such, I organize the day-to-day duties of a project. In addition to my day-to-day duties, I earn commissioned income for generating new sales, maintaining and creating relationships with customers including meeting with clients, writing proposals and invoices, scripting video sessions, providing initial concepts of web design, and on-going client support to name a few.

During my 8 months I was an integral part of the ongoing development of CityZing.biz, an online business directory developed for local businesses to gain SEO exposure and video benefits of customer referrals, personal testimonials and more. Duties with CityZing.biz include initial web design concept, obtaining and inputting business listings, sales of video products, all aspects of video production and filming of web-mercials and video testimonials, including scripting.



In November 2007, the owner of Tumbleweeds Gymnastics, Mr. Kim Bird, passed away and I was placed in the capacity of Gym Manager by his family through May 2008 when they closed the gym and sold it to another party. During this time, I continued providing the services as outlined above, plus providing employee reviews, payroll, hiring and terminating staff, scheduling practice times and attending special events including State Banquets, Gymnastics Meets and other meetings as necessary.

**1991 – 2001                      Twin City Co-ops Federal Credit Union (now Spire Credit Union)**

Falcon Heights, Minnesota	(651) 215-3450
John Gisler, President	<a href="http://www.spire-banking.com">www.spire-banking.com</a>
Last Position Held:	Director of Facilities
FT Exempt Position:	\$ 48,000 plus benefits
Reason for leaving:	Family Business Opportunity in Tucson

During the 10 years employed with Twin City Co-ops FCU, I served in various capacities with all positions being in the area of service to one degree or another. Whether providing high-quality customer service to our members, meeting their ever-changing financial needs, or meeting and exceeding the expectations of our staff, these were the focuses of all jobs held and are the career objectives that I am most proud of.

In addition to Director of Facilities, other positions held and projects completed at TCU include:

- Marketing Manager
- Account Development Center Manager
- Telephone Service Center Manager, Branch Manager and Project Manager
- Consumer Loan Underwriter
- Member Service Representative & Teller
- CU Acquisition & Merger Considerations
- Demographics, Market Trends and Site Searches & Considerations
- Facilities Projects Including Lease Negotiations and Maintenance Agreements
- Branch Build-out/Remodeling including Furnishings and Equipment
- Facilities Contingency / Disaster Recovery
- Policy & Procedure Evaluations including Ergonomics and Workspace
- System Enhancements including Security, Call Center, Phone Systems and Branch

I would be happy to discuss the many projects and tasks completed during my past employment and look forward to sharing my insights with you soon.

**1986 - 1991                      St. Paul Postal Employees Credit Union (now Postal Credit Union)**

Woodbury, Minnesota	(651) 770-7000
Russ Plunkett, President	<a href="http://www.postalcu.org">www.postalcu.org</a>
Reason for leaving:	Further my career

Beginning a career in the credit union movement, my employment at SPPECU afforded me the opportunity to grow and learn many aspects of the industry. Positions held during my years at Postal CU include: Teller, Head Teller, Assistant Member Service Coordinator and IRA Specialist.

## **Educational Experience**

### College:

- 1983 – 1985 Lakewood Community College (now Century College) Oakdale, Minnesota  
Major: Marketing and Small Business Management
- 1982 – 1983 University of Minnesota – Duluth, Minnesota  
Major: Business Administration

### High School:

- 1982 Graduated: Woodbury Senior High – Woodbury Minnesota

## **Additional Skills, Interests and Educational Notes**

Member of BNI – Foothills Chapter  
Membership Committee Member

### Computer & Development Software:

Microsoft Word	Microsoft Excel	Microsoft Photo Draw
Microsoft Power Point	Microsoft Front Page	Corel Draw
Macromedia Fireworks	Macromedia Dreamweaver	Microsoft Sharepoint
Internet Explorer	Firefox	Windows XP
Drupal	WordPress	Blogger
PayPal	And more	

### Seminars & Classes:

"Member Success Program" – BNI  
"Ergonomics: Does your FCU Staff have any RSI" – NAFCU  
"Making your words work" – Edelstein Literary Services  
"Introduction to Credit Unions" – CCUE Program  
"Strategic Planning" – Jim Aho Consulting  
"Developing Exceptional Leadership" – MERIT Program  
"Advanced IRA Training" – CUNA

### Business Reading:

"Givers Gain" – Ivan R. Misner, PhD  
"Supermarket Branching" – CJES  
"A Place to Shine" – Daniel S. Hanson  
"The Control Theory Manager" – William Glasser, MD  
"High Probability Selling" – J. Werth / N. Ruben  
"Cultivating Common Ground" – Daniel S. Hanson  
"Encouraging the Heart" – James Jouzes / Barry Z. Pozner  
"Whale Done" – Ken Blanchard, Thad Lacinak, Chuck Tompkins, Jim Ballard  
"The Present" – Spencer Johnson  
"Letting go of your bananas" – Dr. Daniel T Drubin  
"The Secret" – Rhonda Byrne