

Nancee Wolter
PO Box 31832 - Tucson, Arizona 85751
(520) 481-9040
NanceeWolter@aol.com

Personal Statement

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

After spending several years working from home and raising my family, I now find myself looking to re-enter the corporate workforce.

While most of my working experience has been in the credit union industry, I find 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.

I look forward to beginning a new, yet reliving a familiar, chapter in my life. I equally look forward to the opportunity to familiarize myself with your organization and meet with you to 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, bed & breakfast facilities, marketing firms, freelance writers, and much more. A partial list of my clients can be found in my online GALLERY at www.NanceeWolter.com.

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.

Professional Experience

2002 – Current Freelance Marketing Consultant & Web Designer

Since moving to Tucson, more than 7 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.

Utilizing programs including Microsoft Word, Excel, Photo Draw, Front Page and Corel Draw... I have been able to provide impressive pieces, artwork, logo designs and website designs for all my clients.

To view a GALLERY of my work and client list, please visit www.NanceeWolter.com

2009 University of Arizona – Gymnastics Meet Director

Tucson, Arizona	(520) 621-6706
Matt Brown, Director of Operations Intercollegiate Athletics	
Position Held:	Meet Director
5 event seasonal position:	\$ 10.00 per hour
Reason for leaving:	Season complete

Beginning in January 2009, I began a 3-month assignment with the University of Arizona serving as Meet Director at their five home gymnastics meets.

This position entailed maintaining a professional appearance on the floor during each gymnastics meet and serving the needs of UA coaches, visiting coaches and official judges during each event. Duties included training score flashing staff, notifying score keepers and UA staff of line-up changes and score changes during the meet, serving as liaison between judges and coaches, processing scoring inquiries, ensure timing of meet is on schedule, providing judges with line-up assignments and changes as well as ensuring they are paid and transportation provided at the end of each meet as well as securing judges to ensure meet results are official and signed at the completion of the session. Professionalism and ability to work with varied positions was a must.

I look forward to the opportunity to serve as Meet Director, again, during the 2010 season which will include hosting PAC-10 Championships as well.

2005 – 2008 Tumbleweeds Gymnastics – Tucson, Arizona

In 2005, I began helping Tumbleweeds Gymnastics with their Marketing and Web Design needs through my consulting services. This relationship grew to include working part-time for the owner in the capacity of developing marketing materials including brochures, class schedules, yellow pages & newspaper advertisements, press releases, travel arrangements, site acquisition for new location, gym layout and oversee construction & remodeling of site, pit construction and more. Scheduling special events, serving as Meet Director, accepting payments, collections, answering phones and other administrative duties as well. For more than 2 years, I also served as Booster Club President of the competitive Team program.

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	www.spire-banking.com
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 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	www.postalcu.org
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

Computer Software:

Microsoft Word (advanced)
Microsoft Excel (intermediate)
Microsoft Photo Draw (advanced)
Microsoft Power Point (intermediate)
Microsoft Front Page (advanced)
Corel Draw (intermediate)
Macromedia Fireworks (beginner)
Macromedia Dreamweaver (beginner)
Microsoft Sharepoint (beginner)
Internet Explorer (advanced)
Windows XP (advanced)

Seminars & Classes:

"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:

"Supermarket Branching" – CUES
"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