

MIKAELA SKOOR

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OBJECTIVE

To gain new skills and accomplish new goals. I enjoy working in a fast paced, upbeat environment, where I can continue to learn and be challenged.

EDUCATION

Graduate June 2011 University of Washington Bothell, WA
Business Administration with a dual concentration in Finance and Management
Dean's List since admission with a current cumulative GPA of 3.82

WORK EXPERIENCE

Nov 2008 – Current United Way of King County Bellevue, WA

Tax Site Manager

- The United Way of King County hosts a free tax preparation site for low income individuals every year during tax season. As the Site Manager for our Bellevue site, I oversee the entire tax site and approximately forty volunteers. I maintain the training, scheduling and management for the site's revolving list of volunteers. Quality control and conflict resolution are necessary for running the second largest tax site in King County. I am certified to prepare and inspect basic and intermediate personal tax returns. Customer service and maintaining a discreet record of personal data is essential to the credibility and success of my position and my organization as a whole.

Jan 2007 – Oct 2008 First Pacific Funding Bothell, WA

Credit Analyst

- Within this commercial leasing company I maintained the credit department with one other employee. I was responsible for the processing of business customer applications from start to finish. I pulled and reviewed applicant's credit, as well as business credentials and determined which lenders they qualified at. I maintained constant contact with our lenders and our sales team in order to keep turn around times on approvals quick. Multi-tasking is a must in this position. I helped to develop and implement an electronic database for our firm's recordkeeping as we sought to move to an entirely paperless system.

Nov 2005 – Jan 2007 1st Security Bank of WA Bothell, WA

Personal Account Rep

- Customer service was the core of this position. I solicited and processed loan and mortgage applications and worked with the lending department to get loans approved. I was the loan closer and sold credit insurance along with the loan. I opened all new accounts for new and existing customers, cross sold new products and sought to expand current customer's relationships with the bank. I assisted customers with general banking needs daily.

May 2005 – July 2005 Bank Of America Lynnwood, WA

Merchant Teller

- Customer service, account solicitation and cross selling of numerous bank products, deposits, withdrawals and general customer service. I dealt specifically with business customers and assisted them with all banking needs. I was the leading teller for the cross selling of bank products for the majority of my tenure.

June 2001 – Dec 2004 Western Filtration Technologies Everett, WA

Marketing Director

- I managed 12 - 15 other marketers and oversaw their production. My position required me to complete our department's scheduling, payroll, time cards, filing, copying, setting up appointments, receiving calls, and multi-line phone use. I

determined cost analysis for all marketers. I set a positive example as I lead a group of marketers in daily tasks. Also, I developed contests and ways to motivate them. Once promoted to this position from Marketing Manager, and given the ability to design the department's contests, I doubled our previous daily production.

SKILLS & OTHER ACTIVITIES

• *Six Thinking Hats*
Certified

• Peer Mediation Training

• FMA Secretary and
Honors Society Member

• VITA Tax Prep Certified

• Proficient in Spanish

• Proficient in Microsoft
Suite programs

REFERENCES

Upon request