



## **Katie Rose**

Customer Service Representative

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### **Position with Firm**

2021–present ***Customer Service Representative.*** Serves as the customer service representative for Michigan Saves, a multimillion-dollar nonprofit organization managed by Public Sector Consultants that provides financing solutions for energy-efficiency and renewable energy improvements. Builds strong relationships with contractors. Responds to contractor and customer requests by answering questions; providing information about programs, offers, and qualifications; and proactively presenting solutions to issues. Provides administrative support to the Outreach Team.

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### **Previous Professional Experience**

2019–2020 ***Substitute Building Secretary, Oxford Community Schools, Oxford, Michigan.*** Responded to inquiries from internal and external parties for the purpose of providing information, facilitating communication, and offering direction. Compiled data from a variety of sources to maintain computerized and manual records.

2006–2011 ***Program Coordinator and Assistant, Boys & Girls Clubs of Southeastern Michigan, Lake Orion, Michigan.*** Developed, implemented, and evaluated programs and activities for youth six to 18 years old. Promoted, tracked, and reported member participation in Club programs. Organized and supervised members and staff in a safe, positive environment.

2000–2003 ***Student Administrative Assistant, Michigan State University Department of Anthropology, East Lansing, Michigan.*** Provided administrative support to the Undergraduate and Graduate department offices. Organized and maintained the workroom. Aided in the development and maintenance of the graduate database.

Education Michigan State University, BA in Interdisciplinary Humanities with honors, with concentrations in Philosophy, Religious Studies, and Natural Resources