

# KATHLEEN SOLARI

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## Professional Experience

### **The Waffle Farm, Lincoln, CA**

*Server* (May 2014-Present)

- Demonstrate skills in greeting customers, presenting menus, taking food orders and expediting them through the kitchen
- Substantial knowledge of controlling guest checks and securing proper payment
- Follow procedures for opening, closing, and maintaining a clean restaurant
- Effectively handle multiple tables and customers at a very busy family restaurant

### **Nelnet, Lincoln, NE**

*Skip Tracing Specialist* (February 2012-February 2014)

- Performed skip-tracing activities utilizing credit reporting agencies, public records websites, and risk solution services systems to locate current contact and address information for student loan borrowers
- Coordinated and established payment arrangements to rectify outstanding delinquencies on student loan accounts
- Determined the most appropriate plan of action to resolve past due accounts based on loan borrower's current situation, while following regulations put into place by the US Department of Education

### **Brewsky's Food and Spirits, Lincoln, NE**

*Server/Trainer* (February 2011-March 2012)

- Advised patrons on menu selections and served customers
- Operated POS (point of sale) system and processed customer payments accurately.
- Coordinated and trained new staff on POS, food and beverage menus, and customer service.

### **Planned Parenthood of the Heartland, Lincoln, NE**

*Clinic Assistant* (October 2009-April 2011)

- Provided front office assistance by checking in patients and verifying insurance
- Provided back office assistance by taking patients to exam rooms, running patient vitals, and prepping patients for the clinician
- Scheduled patient appointments, and coordinated with other medical facilities or departments for additional medical tests.

### **Willeke Financial Group, Lincoln, NE**

*Executive Assistant* (March 2009-May 2010)

- Maintained and managed accounts by creating and reviewing financial reports, developing recommendations based on research, ensuring data integrity and profitability.
- Processed insurance applications, distributions, transfers, investments, and legal documentation
- Provided day to day clerical and administrative assistance to two licensed Insurance Agents

**Husker Headquarters, Lincoln, NE***Assistant Manager* (February 2008-March 2009)

- Trained and coached new team members to effectively assist customers based on products, store policy, and current trends
- Maintained retail website using HTML, uploaded new product pictures and descriptions, tracked inventory, and updated company website as necessary
- Processed, evaluated, and completed web product orders from inception to shipment detailing
- Awarded the 2007 Lincoln's Choice Award for the best place in Lincoln, NE to get Husker gifts and apparel.

**The Gallup Organization, Lincoln, NE***Trainer/ Interviewer* (April 2006-October 2008)

- Conducted research through impartial and unbiased phone surveys on a wide variety of topics such as politics, sports, and current events
- Trained associates on policies and producers and social interviewing techniques that provided clients with poll results and data used to help company and community leaders better understand their customers and citizens attitudes and behaviors

**GTECH Corporation, Lincoln, NE***Order Specialist Representative* (August 2004-September 2005)

- Managed inventory of lottery instant scratch tickets by analyzing individual retailer sales histories as well as monitored overall instant ticket field inventories in order to maximize the products' sale potential
- Analyzed weekly sales and department reports to customize retailer ticket inventories to aid the sales team in targeted sales. Monitored and tracked order levels in order to resolve retailer issues where sales and company costs might be affected

**Ameritrade, Inc., Bellevue, NE***Client Services Representative, Quality Enhancement Specialist* (December 2003-August 2004)

- Provided employee training on policies and procedures and regulatory rules
- Maintained and evaluated Client Service Representatives performance and managed client service history, files, and documentation regarding evaluations
- Processed incoming client inquiries by delivering account specific, company, and general market information to Ameritrade clients

**Additional Experience & Skills**

Proficient in MS Word, Excel, PowerPoint, & Outlook

Food service & bar-tending experience dating back to 1996 as additional/secondary income to full time positions. Restaurant/Bar employment list available upon request.