817-637-5300

Kasey\_lowe@hotmail.com

Kasey Murphree

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| Objective |  | Obtain a career in an exceptional school district, teaching kindergarten through sixth grade students. |
| Skills & Abilities |  | Effective Leader Negotiation-Conflict ResolutionProcess Improvement Space Management Skilled Organizer Strong Interpersonal Skills |
| Education |  | Tarleton State University – Fort Worth, TX – TMATE Program (2019-Present)Tarleton State University – Fort Worth, TX – Master of Business Administration (2014) Tarleton State University – Fort Worth, TX – Bachelor of Business Administration (2008) |
| Experience |  | **Vice President, Consumer Product Strategic Analyst II, Bank of America**08/31/12 – Current* Responsible for the management of workspace for 18 servicing sites across the United States as well as 2 international sites.
* Manage confidential project initiatives which involve the movement of >100 employees to new work locations, in addition to handling special requests and projects involving Human Resources related matters.
* Credited with the execution of new move processing procedures, which were implemented within the organization.
* Provides superior service to internal customers and senior leaders to ensure exceptional customer satisfaction levels.
* Reduced the rental expense for servicing space by >$500K in 2018 through the strategic release of unused real estate.

**Assistant Vice President, Control Tower Team Manager, Bank of America**2/22/05 – 08/31/12 * Managed team of 8-12 employees across three sites to ensure queue center functionality and efficient processing of all inbound Collections calls.
* Coached associates, developed and maintained scorecards and initiatives, and provided feedback to senior leadership regarding daily operational activities.
* Collaborated with other call delivery teams to improve efficiency and management of staff and queues.
* Ensured functionality and productivity of vendor sites by completing periodic onsite visits.
* Built strong relationships that were based on mutual respect and accountability.
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| Volunteer experience |  | * Coached Mini Dazzler girls, ages 4 through 12, for the 2018 athletic year for the Azle Youth Association.
* Volunteer for extended service duty quarterly at Ash Creek Baptist church, which includes watching children ages 3-4, during church services.
* Volunteer at Tarrant County Food Bank to help pack/deliver food for under-privileged families in Tarrant Country.
* Host family for 10th grade exchange student from Switzerland in 2018.
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| References |  | References Available Upon Request |