

Kaylee Hansen

Tucson, Arizona

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EDUCATION

University of Arizona

Eller College of Business, Dhaliwal-Reidy School of Accountancy

Major: Accounting

Tucson, Arizona

(Senior) Expected Grad 2025

PROFESSIONAL & LEADERSHIP EXPERIENCE

Nationwide

(Remote) Tucson, Arizona

Licensed Insurance Service Analyst- Lead

November 2021 – Present

- Promoted from Professional to licensed analyst in 2024.
- Lead role in July 2024, providing support to two supervisors and overseeing 36 associates, with a senior-level expertise in processes.
- Ownership of the customer/agent/business partner experience, providing a clear resolution, setting customer/agent expectations, and communicating effectively.
- Anticipating the opportunity to follow-up with customers and/or agents and returning promised contacts in a timely fashion with effective follow-up (e.g., phone calls, texts, emails)
- Implements changes to stay aligned with ongoing compliance adjustments across the industry throughout all 50 states.
- Consistently revising SOPs with managers on a weekly basis.
- Received 100% in quality assurance in 2023.
- Responsible for managing insurance policies and assisting policyholders in selecting the most suitable coverage for their needs.

Azelis Americas Inc.

Garland, Texas

Customer Care Representative

August 2017 - January 2020

- Successfully managed correspondence of 200-300 emails per day.
- Responsible for the data entry and documentation of 30 -50 customer orders per day.
- Managed relations with high profile customers.
- Cross trained and coordinated scheduling with team members.
- Received Excellence on Annual review 2017, 2018 and 2019

Jimmy Johns

Rockwall, Texas

Store Manager

January 2020- July 2021

Catering Manager

April 2014 - August 2017

- Increased efficiency with employees to bring down labor costs by 5%.
- Reduced product waste to bring down cost of goods sold by 4%.
- Implemented upselling techniques to increase sales.
- Resolved customer disputes effectively.
- Built loyal clientele through friendly interactions and consistent appreciation.

SKILLS, ACTIVITIES & INTERESTS

- **Skills:** Microsoft Office (Power BI, Excel, Etc.), Adobe, AS400, QuickBooks, Tableau, Data Analysis and Financial Modeling, and Financial Statement Preparation.

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Awards and Certifications: Intuit QuickBooks certification – 2021 & Girl Scouts Gold Award – 2015

Relevant Coursework:

ACCT 200 – Introduction to Financial Accounting

An introduction course covering the principles of financial accounting, focusing on preparing and interpreting financial statements.

ACCT 210 – Introduction to Managerial Accounting

Focuses on the role of accounting information in business decision-making, including budgeting, costing, and performance evaluation.

ACCT 310 – Cost & Managerial Accounting

Explores advanced concepts in managerial accounting, including cost behaviors, cost systems, and how they support management decisions.

ACCT 400A & B – Intermediate Financial Accounting I

A deep dive into financial accounting principles, covering more complex topics such as revenue recognition, long-term liabilities, other operating, and cash flows

BCOM 214 – Fundamentals of Business Communication

Covers essential business communication skills, including writing, presentations, and interpersonal communication.

BNAD 276 – Statistical Inference in Management

Focuses on the application of statistical methods in managerial decision-making, covering probability, hypothesis testing, and data analysis.

BNAD 277 – Analytical Methods for Business

An introduction to quantitative methods for statistical business analytics.

ECON 200 – Basic Economic Issues

An introduction to economic principles, including supply and demand, market structures, and the role of government in the economy.

ECON 300 – Microeconomic Analysis for Business Decisions

Applies microeconomics to business decision-making, focusing on cost analysis, market competition, and pricing strategies.

FIN 311 – Introduction to Finance (in process)

Introduction to corporate finance, including financial management, and investment analysis.

MGMT 402 – Integrating Business Fundamentals with Ethics and Law in Management

Examines business operations, ethics, and law, focusing on legal and ethical decision-making in management.

MIS 111 & 112 – Computers & Internetworked Society - Lab

Introduction to information technology in business and society, including a hands-on lab component.

MIS 304 – Using and Managing Information Systems

The management of information systems in organizations, with a focus on their strategic use and impact on business processes.