

# CHRIS AMES

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## PROFILE

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- ▶ A motivating leader, lifelong learner and hard worker with concrete business values who solves complex problems with thorough analysis and innovative ideas, communicating them successfully to create positive

## EXPERIENCE

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### **Spreetail** | *Customer Experience Business Analyst* | Lincoln, NE | 2016 - Present

- ▶ Identified & executed key projects: formulated 120 weekly company KPIs; built Net Promoter Score measure & managed feedback team to 11% performance increase; devised vital multi-variate resell pricing tool
- ▶ Revitalized marketplace feedback workflow; saved \$82,000 with sales margins, returns & shipping analyses
- ▶ Forged relationships with department leaders by improving processes & creating tools surpassing expectations
- ▶ Collaborated with eight teams to streamline operations; influenced seven annual company objectives
- ▶ Developed four process improvement & Data Challenge workshops; Awarded 2017 Spreetail Spotlight

### **Verizon Wireless** | *Consumer Development, Sales & Analyst Internship* | Omaha, NE | Summer 2015

- ▶ Fortified skills in consulting & issue resolution; generated sales & prioritized tasks in fast-paced environment
- ▶ Maintained store-high 100% customer satisfaction rating; managed store during high-volume shifts
- ▶ Mastered NPS implementation; delivered analysis & recommendations to regional Executives & 3,000 employees

### **Jelecos** | *Sales & Marketing Internship* | Omaha, NE | Summer 2014

- ▶ Created fresh marketing, graphic & web campaigns; planned corporate events; formulated new CRM sales metrics
- ▶ Facilitated \$3.6 Million in account acquisitions & by opening/closing pitch presentations

### **UNL UCare “Economics in Education” Research Project** | *Lead Researcher* | Lincoln, NE | 2015-2016

- ▶ Examined demographics & academic performance in higher education to predict collegiate & future success
- ▶ Analyzed 35,000 data points; wrote highly researched literature review; interpreted dataset to confirm hypothesis

### **UNL IT Services & CBA IT Help Center** | *Tier 1 Help Desk Technician* | Lincoln, NE | 2014-2015

- ▶ Leveraged computer expertise & individualized attention personally & via phone to identify & solve clients' needs

## EDUCATION

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### **University of Nebraska-Lincoln** | *B.S. in Business Administration with High Distinction* | Lincoln, NE | May 2016

- ▶ **3.9 GPA** | Major: Economics | Minors: Management & Marketing; UNL Honors Program
- ▶ Dean's List all semesters; Omicron Delta Epsilon Economics Honors Society; Nebraska Legends Scholar

### **University of Chicago Booth School** | *Summer Business Scholars Program* | Chicago, IL | Summer 2015

- ▶ Accepted to pre-MBA enrichment program of 64 students from 21 different countries
- ▶ Earned 4.0 GPA in graduate level coursework in Accounting, Finance, Marketing & Negotiation
- ▶ Gained industry insights from world-renowned professors & visits to Fortune 500 companies

## SKILLS, COMMUNITY INVOLVEMENT & AWARDS

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- ▶ Highly skilled public speaker, natural connector, passionately driven & inquisitive with strong interpersonal skills
- ▶ **Programs:** Microsoft Office, Advanced Excel (Formulas, projections, statistical analysis, visual aids) Power Pivot, Adobe Creative Suite, SQL Query & Database Management, Microsoft CRM
- ▶ **Volunteering:** Coordinated Open Door Mission & Omaha VFW Club repair projects
- ▶ Consultative: new UNL admissions system, Undergraduate Economics Committee, Arnolds Park marketing plan
- ▶ **2 FOR 2:** Hosted, produced & marketed highly-rated weekly sports campus radio show
- ▶ Selected to speak at seven UNL & CBA events; guest lectured on business subjects in six Honors classes; prepared & led CBA freshmen development workshops
- ▶ LeRossignol Scholar, National Collegiate Scholar & Two-time High Scholar award recipient