

11/21/2017

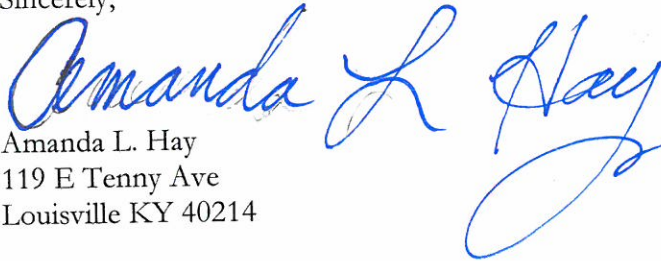
OFFICE OF METRO COUNCIL CLERK
RECEIVED

DATE 11/28/17 TIME: 1335
b. dk

To whom it may concern:

I'm submitting my resume to be considered for the councilwoman position for District 21.

Sincerely,


Amanda L. Hay
119 E Tenny Ave
Louisville KY 40214

AMANDA HAY
119 E Tenny Ave, Louisville KY 40214

OFFICE OF METRO COUNCIL CLERK

RECEIVED

DATE 11/28/12 TIME: 1:33 PM

A. H.

Objective

I am seeking a career where I am able to fully utilize my skills and contribute to help the company flourish.

Skills & Abilities

I have strong written and oral skills. In the course of my responsibilities, I have done extensive customer service, analyzed large bodies of data and presented my findings in an approachable, easily understandable format. I have expertise with the Microsoft Office suite and am able to quickly learn in-house software and programs. I have written SQL queries to help fine-tune data analysis. I work well in a team setting but require little supervision to accomplish my goals.

Experience

INTERCHANGE OPERATIONS SPECIALIST
BANK OF AMERICA MERCHANT SERVICES

JANUARY 2004 – OCTOBER 2017

I monitored a large portfolio of accounts, looking for changes in interchange costs. I helped determine exact reasons for changes as well as detect trends within industries. I worked both proactively – anticipating large changes before the merchant felt a financial impact - as well as reactively – quickly and efficiently resolving a problem when it unexpectedly appeared. I excelled in a fast-paced environment.

Education

MOREHEAD STATE UNIVERSITY, MOREHEAD, KY
BACHELOR OF SCIENCE IN ENGLISH

Leadership

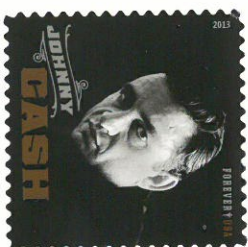
I'm in my third year on the board of directors for the Kentucky Storytelling Association. I volunteer with Fed with Faith, as well as act as their fundraising event coordinator.

References

EMMA MOSER, FIRST DATA
[REDACTED]

ROZALYNN JONES, BOOST MOBILE
[REDACTED]

Amada Hay
119 E Tenny Ave
Louisville Ky 40214



H Stephen Ott,
Clerk of the Louisville Metro
First floor, Room 101 Council
601 W Jefferson St
Louisville Ky 40202