

Franklin T King

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ENTHUSIASTIC and EFFECTIVE team player...eager to give or receive constructive feedback

ENERGETIC COMMUNICATOR...with the ability to motivate people and mobilize concepts

ELASTIC...and able to adapt to a fast-paced environment

ENCOURAGING...desiring to advocate for the benefit of others

Education

Bachelor of Arts in Communications

Electronic Media Major
(Double Major in Bible)

Moody Bible Institute
Chicago, IL 60610
Class of 2013

Associate of Arts in Music Performance

(Education Emphasis)

Gainesville State College
Gainesville, GA 30503
Class of 1990

Experience

NEW MEMBER ADVISOR

Connexus Credit Union, Wausau, WI (July 2019 - May 2025)

- ✦ Performed primarily outbound calls, and cross-trained for inbound sales and service calls
- ✦ Displayed excellent customer service skills
- ✦ Demonstrated to and educated members on enhancing their credit union benefit experience, as a way of helping members meet and exceed their personal financial goals
- ✦ Actively participated in weekly compliance sessions relevant to my job position
- ✦ Maintained compliance with both state and NCUA regulations
- ✦ Self-motivated, developing organizational skills to best optimize productivity toward daily goals
- ✦ Recognized for my ability to follow directed call flow, and also delivering personalized member experience, while maintaining compliance with prescribed scripting
- ✦ Used Excel to develop tools with which to measure and monitor progress toward daily goals
- ✦ Daily use of both installed apps (Fiserv XP2, Cisco Finesse and Jabber, Microsoft Teams, Microsoft Office Suite) and web-based platforms (SalesForce, Alkami, Lexis Nexis, Workday, LTV and DTS calculators)

SMALL GROUP LEADER (Volunteer 3rd - 5th Grades)

AWANA Bible Clubs, Wausau, WI (Sept 2016 - May 2024)

- ✦ Ensured the weekly safety and spiritual wellbeing of 10-12 boys in my care (over the course of 23-24 weeks, fall to spring of each year), while also performing duties as a full-time caregiver to twin, pre-K age children at home (planning/preparing meals and activities, cleaning, and transportation)
- ✦ Recruited support leadership staff to assist with weekly sessions (Wednesday evenings)
- ✦ Developed comprehensive lesson plans, promoting spiritual growth principles through successful internalization of Bible verses and passages
- ✦ Built and presented effective half-hour PowerPoint classroom lesson presentations
- ✦ Instituted and led creative games and activities, to assess student progress (with regard to building strong Bible memory skills)
- ✦ Led by example (building Scripture memory alongside students, using techniques taught)
- ✦ Wrote, directed and produced annual 12-14 minute commemorative event video for families of students, showcasing unique talents of select student presenters, giving them artistic freedom to deliver a favorite Bible passage dramatically from memory, and in period costume (interspersed with encouraging message presentations to students, from adult and older youth leaders)

STUDENT/VARIOUS ON-CAMPUS POSITIONS

Moody Bible Institute, Chicago, IL (2009 - 2012)

- ✦ Alumni Donor Call Center Representative
 - ✦ Targeted to meet daily outbound dial goals to former students and graduates
 - ✦ Followed scripted call flow to both new prospects and donation renewal leads
- ✦ WMBI FM 90.1 Moody Radio Newsroom Assistant
 - ✦ With a start time of 3:30am M-F, opened newsroom and powered up media, audio and computer systems
 - ✦ Using online AP newswire platform and Microsoft Word, gathered current news articles
 - ✦ Edited and formatted news copy for delivery over to news director for morning newscasts
 - ✦ Other duties as assigned by News Director
- ✦ Alumni Association Web Associate
 - ✦ Developed informational news articles for use by the Moody Alumni Association
 - ✦ Reached out to School alumni for updates
 - ✦ Other duties as directed by Alumni Director
- ✦ Educational Technical Services Technician
 - ✦ Performed routine testing of smart desk hardware and software in classrooms
 - ✦ Maintained organization of public address equipment (consoles, racks, cables)
 - ✦ Performed inbound/outbound receiving/cataloging of electronic items borrowed by students
 - ✦ Assisted with repair of electronic items and cables (minor soldering)
 - ✦ Assisted with on campus electronic upgrade wiring of video/audio surveillance system
 - ✦ Other duties as directed by ETS Director
- ✦ Career Development Department Assistant
 - ✦ Greeted/Scheduled students needing appointments with Dean of Career Development
 - ✦ Assisted with producing marketing campaigns to promote services of Career Dev. Dept.
 - ❖ Worked with Dean of Career Development to produce entertaining video shorts using Microsoft PowerPoint and Adobe Premiere software platforms
 - ❖ Developed template for producing high resolution, giant, mural billboard advertising pieces using Microsoft Word and Photoscape software platforms (photos available upon request)

RETAIL SALES ASSOCIATE/STORE MANAGER

RadioShack, Gainesville, GA / Wausau, WI / Plymouth, WI (1992 - 2007)

- ✦ Performed open/close duties (store alarm system, cash drawer balancing, bank bag drop)
- ✦ Conducted periodic merchandise inventories (counts, reconciles)
- ✦ Maintained weekly payroll and employee scheduling (utilizing both onboard apps and web-based platforms)
- ✦ Maintained compliance with regular sales promotions (signage, pricing, employee incentives)
- ✦ Developed reward incentive program to incite employee enthusiasm to drive sales ("wall of fame")
- ✦ Developed stockroom bin retrieval system for locating cartons of products on display, when sold
- ✦ Designed/installed store surveillance systems (in 3 stores)
- ✦ Designed/installed audio/video components display wall for interactive, working display of products
- ✦ Conducted onboarding/ongoing training for store employees
- ✦ Recognition received for best in store wireless phone sales hit rate, best payroll and best in service plan sales