

# Anne E. Fahrendorff

20 Sayner Court, Apt. 52

Madison, WI 53717

(608) 852-4238

[fahrendorff@wisc.edu](mailto:fahrendorff@wisc.edu)

## Education

Present

**University of Wisconsin-Madison**

**Madison, WI**

- Candidate for Master of Business Administration, May 2007
- Career Specialization: Strategic Human Resource Management
- Coursework includes Compensation, Staffing, as well as Employee and Labor Relations
- Teaching Assistant for Executive and Evening MBA course in Motivation and Leadership

1999-2003

**Luther College**

**Decorah, IA**

- Bachelor of Arts in Business Management, Minor in Psychology, May 2003
- Major GPA: 4.0, Cumulative GPA: 3.92
- Summa Cum Laude Honors Graduate

## Work Experience

5/06-8/06

**Kraft Foods Global**

**Davenport, IA**

*Human Resources Intern*

- Analyzed new hire turnover and its associated cost and developed an action plan to address new hire concerns and ultimately reduce new hire turnover.
- Created and administered HR website training program for 130 salaried employees.
- Implemented Encore Program for 89 retired production employees as part of recent contract ratification.
- Revised new hire orientation program to reduce resource requirement and improve employee retention of information.
- Gained exposure to grievance procedures, Family Medical Leave Act, recruiting and staffing.

08/04-08/05

**ACT, INC (Formerly American College Testing)**

**Iowa City, IA**

*Scoring Supervisor; GMAT, MCAT, CUNY, ACT Assessments*

- Developed training materials for upcoming scoring projects to ensure client satisfaction and consistency in training across teams and assessments.
- Trained 30 new employees to pass qualification exams with 70% accuracy.
- Implemented refresher training sessions for 40-50 employees scoring with less than 70% accuracy or with skewed statistical distributions as a way to increase employee competencies to allow for maximum job performance.
- Adjudicated 100% of discrepant scores and 20% of adjacent scores as a means to measure and manage the trends and results of a group of six to eight employees.
- Performed quality control measures on 10% of scores adjudicated by other supervisors for management as well as clients to monitor scoring center performance on a global level.

09/03-07/04

**Government Employees Insurance Corporation (GEICO)**

**Coralville, IA**

*Customer Service Counselor*

- Advised policy-holders on best insurance coverage and sold value-adding products to best suit the needs of individual customers to increase customer satisfaction and ensure GEICO remained profitable.
- Achieved 80% satisfaction on calls monitored by both local and corporate office heads.
- Led weekly initiative to increase customer quality by analyzing calls of eight team members to gauge the strategic impact of customer callbacks and implement ways in which callbacks could be reduced.

## Other Data

- Member Phi Beta Kappa Honor Society
- Member Society for Human Resource Management
- MBA Start Volunteer