

Jamie Redfearn

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PROFESSIONAL EXPERIENCE

Ramsey Solutions

Nashville, TN

Inside Sales: Curriculum Advisor

2015 - Present

Ramsey Solutions is the Personal Finance company of Dave Ramsey, nationally syndicated radio talk show host who specializes in helping individuals get out of debt and build wealth. At Ramsey Solutions, I am part of an eight person direct sales team whose mandate is to sell Personal Finance curriculum to K-12 schools across the United States. My responsibilities include cold calling and consulting with teachers, administrators and school district decision makers as well as closing sales, processing orders, providing customer support and increasing revenue retention with re-orders.

- Top direct sales team performer selling over \$500,000 (average sale: \$1,200) in Personal Finance K-12 school curriculum and consistently hitting monthly goals.
- Set personal revenue goals above the set company targets that resulted in increased output and top sales growth among team members.
- Set record for the largest single sale in department history by leading a pilot program for 10 high schools that resulted in a seven-year contract rather than a more traditional annual purchase. Excelled at understanding client needs, troubleshooting their obstacles and building a strong level of customer rapport.
- Respected sales team peer leader by employing an approachable demeanor and eagerness to see my teammates succeed. Brought a positive vibe to the team and helped keep moods lifted. At times we have been without a team leader, which provided the opportunity to serve as peer mentor through coaching sales process and strategy.

Sales Assistant

2015 - 2016

- Updated and revamped processes for order review, invoicing and accounts receivable to help with time efficiency and allow the role to expand into customer services and moderate technical support. Evidence of growth was noted when hiring for this role when I was promoted; the role was split between three individuals to my one.
- Excelled in customer service for incoming inquiries, phone support, and returns/refunds, product setups, and technical support to assist the sales team in securing annual renewals. Developing an ease with clients led to easily selling to those clients.

Evangel University

Springfield, MO

Federal Payment Coordinator

2012 - 2014

- Executed the Federal student loan program administration for the undergraduate program. Excelled in my ability to break a large task into manageable portions and focus on each step while maintaining a consistently high level of attention to detail.
- Responsible for awarding and disbursing approximately \$7.0 million over a four-day period each semester to student accounts requesting federal loans and then reconciling funds weekly, monthly, and annually.

Bethany Christian Services

Springfield, MO

Regional Adoption Counselor

2010 - 2012

- Independent counselor for the largest adoption agency in the United States. Built meaningful relationships with clients to facilitate home studies for families as well as advising both men and women in crisis pregnancy situations.
- Responsible for evaluating and authoring legal documentation/reports that were critical mandated requirements on all adoption cases.
- Led meetings between birth parents and adoptive families, child placements, provided post-adoption counseling, and facilitated communication and openness between parties.

Jordan Valley Community Health Center

Springfield, MO

Care Coordinator

2009 - 2010

- Primary contact for new patients in a flagship prenatal medical care program for growing medical organization; program grew to 100+ new obstetrics patients in first two months.
- Developed working partnerships with community organizations and connected patients with area resources.
- Assisted patients with insurance and payments options, often having to find community resources to help.

General Counsel of the Assemblies of God

Springfield, MO

Administrative Assistant- National Director of Evangelism

2007 - 2009

- Organized, and edited several publications, including a monthly email newsletter.
- Planned and executed a national conference; including venue arrangement, travel for speakers, and overall event planning.

EDUCATION

Evangel University **Springfield, MO**
Master of Arts in Professional Counseling, *Cum Laude* **2009**

- Presidential Honors Scholarship recipient
- Student Counselor
 - Conducted individual counseling sessions with approximately 5-10 students per week.
 - Co-facilitated a 12-week Girl's Growth Group.
 - Assisted with a pre-marital weekend retreat.

Lee University **Cleveland, TN**
Bachelor of Arts in Psychology with a Minor in Business Administration, *Summa Cum Laude* **2006**

- Omega Alpha Phi (social service club)
 - Service highlights: volunteering at food pantries and feeding kitchens, light remodeling and cleaning for house-bound elderly individuals, and facilitated youth events in inner city Atlanta.

ACTIVITIES AND INTERESTS

NuPower Yoga and Barre Studio **Nashville, TN**
Teacher Training Mentor/Front of House Staff **2018 - Present**

- Partner with a designated student going through Yoga Teacher Training as a one-on-one mentor.
- Allow trainees to practice teach and provide critical feedback to facilitate their growth.
- Volunteer at a new, growing studio one evening per week with front desk assistance. Responsibilities include class check in for clients, orienting new clients to the studio, and selling monthly membership packages/merchandise.

Yoga Alliance **Nashville, TN**
RYT 200 Certified Yoga Teacher Training **2017**

- Completed a summer intensive teacher training program that required 200 hours of class time over eight weeks with Baptiste Certified instructors.
- Learned the fundamentals of yoga philosophy, meditation, physical practice, Ayurveda, anatomy related to exercise, and yoga instructing practices.
- Practice teaching with group, approximately 15-20 hours teaching over Teacher Training program.

St. John's Mercy Hospital **Springfield, MO**
Hospice Volunteer – Mentor for Teen Program **2008**

- Matched teens with hospice patients to record and transcribe their stories and thoughts before they passed away. Teens would present the gift to the patient and their family.
- Weekly visits to hospice clients needing companionship.

Other Interests: Nashville Half Marathon (2016 / 2018), Meditation, Hiking, Restaurant Club, Trained Coffee Barista.