

DREW GERKEN

801.699.6516

drew@drewgerken.com

LinkedIn
<http://tiny.cc/DrewGerken>

CAREER SUMMARY

I have always been one to seek opportunities which teach me something new or provide new skills to my repertoire. I have long ago accepted the fact that I am a lifelong learner and crave growth. I am passionate about several corporate aspects, and will make a valuable addition to any team.

Since I possess a diverse professional background, I am adaptable and come with a very short learning curve. I have successfully transitioned into roles where my core knowledge and eagerness to learn have allowed me to excel.

Currently, I am looking to explore a career in the fields of Corporate Training, Corporate Culture, Talent Development, Recruitment, On-boarding, Account Management, Partner Relations, or Sales.

EMPLOYMENT HISTORY

3.2011 - 1.2015 **HEALTHEQUITY, INC.**

Regional Sales Support 4.2012 - 1.2015

- First RSS hired. Sought out by Executives. Asked to help define and build a best practice for the new position.
- Consistently exceed sales goals and expectations.
- Continuing Education Instructor - Teach CE courses to broker and health plan reps for certification.
- Onsite Education evaluator - Evaluated OE applicants' presentations for certification.
- Culture Club leader - Lead Innovator and Social Liaison. responsible for big ideas and social groups.
- Sales and education focus in role – Train-the-trainer sessions, finalist meetings, product demonstrations, open enrollment presentations, and partner update presentations.

Member & Client Service Specialist 3.2011 - 4.2012

- Back-up onboarding trainer for member services new hires.
- Telephonic and webinar training of client-facing administration portal.
- Assist in development of training sessions for Client Services team.
- Deliver outstanding customer service via member and client services phone queue, Avaya phone systems, and RightNow CRM.

SKILLS

TRAINING / EDUCATION

Powerful, engaging presence in front of an audience.

Proven ability to develop and deliver curriculum relevant to audience and content.

Educator & Trainer - Extensive background developing curriculum and presentations.

Certified Continuing Education Instructor (UT, ID, SD)

Proven on-boarding and subject matter trainer for call center personnel.

Ability to translate complex material in to relevant, easy-to-understand pieces.

SALES / RELATIONSHIP MANAGEMENT

Bidding, demonstrating services, and communicating implementation expectations to new clients.

Open enrollment presentations to new and existing clients and partners.

Manage strategic partnerships with major health plans, brokerage firms, and clients.

Development of individual strategies to drive adoption towards clients and partner goals.

Maintain sales pipeline of opportunities in various stages.

continued

EMPLOYMENT HISTORY *continued*

8.2009 - 4.2010 **VISTA CHARTER ACADEMY & KENOWA HILLS HIGH** Teacher

- Certified and licensed secondary education teacher.
- Development of challenging curriculum relevant to audience.
- Discovered my passion for people development and helping others actualize their full potential.

7.2000 - 11.2009 **BEST BUY, INC.** Lead Mobile Install Technician

- Hiring coordinator for new install technicians.
- Head trainer for new install technicians.
- Monitored and helped progress of technicians with certification processes.

EDUCATION

9.2004 - 5.2010 **GRAND VALLEY STATE UNIVERSITY** Secondary Education: English/Language Arts

- MCAT certified teacher for middle/high school English/LA and Geography in Michigan.
- Developed and implemented curriculum for sophomore English and AP Literature classes.
- Developed and implemented lesson plans for seventh grade Language Arts classes.

References Upon Request

ACTIVITIES

Lead Innovator & Social Liaison,
HealthEquity Culture Club

Founder, HealthEquity Writers Guild
and Board Game Collective

Volunteer, Habitat for Humanity,
Salt Lake City

DREW GERKEN

801.699.6516

drew@drewgerken.com

LinkedIn - <http://tiny.cc/DrewGerken>