

SAMUEL E. KRAEGEL

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EDUCATION

UNIVERSITY OF FLORIDA – Hough Graduate School of Business Administration Gainesville, FL
Master of Business Administration May 2009

NEW COLLEGE OF FLORIDA Sarasota, FL
Bachelor of Arts in Political Science May 2002
Thesis: Analysis of Contingent and Temporary Labor Organization in America
GPA: 4.0 (Equivalent)

EXPERIENCE

Compliance/Collections Associate February 2006 - August 2007
Citi Cards Jacksonville, FL

- Monitored and tested recorded calls and actions taken on credit card accounts in collections in order to assure compliance with government and company Fair Debt Collection practices
- Negotiated payment arrangements and forbearance plans with business and consumer card customers from one to five months past due, averaging over \$3,000,000 dollars collected per month
- Developed dialer strategy, designed formal and informal systems training sessions, and coordinated department rewards and recognition events

Lead Bookseller August 2005 - February 2006
Barnes & Noble Jacksonville, FL

- Promoted to Supervisor within three months of accepting full-time position
- Responsible for training booksellers and delegating work
- Inventoried all product, set up promotional displays, handled product return and exchange

Peace Corps Volunteer June 2003 - June 2005
United States Peace Corps Ovorkhangai Aimag, Mongolia

- Taught English as a TEFL volunteer to over 200 students ranging in age from 12 to 18
- Designed and implemented a comprehensive curriculum plan for each grade including schedules, quizzes and tests, activities and teaching aids
- Trained Mongolian counterpart in spoken and written English skills, teaching methodology, test writing and grading techniques
- Created an after school English tutoring program for both advanced and remedial students, organized English club, solicited English book donations from the United States and created an English library, and organized conferences and workshops for teacher training, continuing education, and health education

ACTIVITIES

National Collector Roundtable: Bimonthly Citi Cards meeting to discuss new developments and address issues in the collections department

Citi Cards Rewards and Recognition Team: creating and coordinating regular contests and moral boosting events at Citi Cards

COMPUTER SKILLS

Proficient in Microsoft Works and Office, including Word, experienced with Excel, PowerPoint, and AS400

AWARDS AND HONORS

Outstanding completion of Peace Corps Service

Florida Bright Futures Scholarship Recipient

National Merit Semi-Finalist

Service Quality Excellence Award, Four-time Star Player Award recipient (Citi Cards)