

# Rosaleen Weaverling

Referee

## Profile

## Employment History

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### Details

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(536) 240-7320  
123 Oak Street, Nashville, TN 37211

Dedicated Referee with 1 year of experience in ensuring fair play and enforcing game rules. Skilled in conflict resolution, effective communication, and quick decision-making. Committed to maintaining a safe and enjoyable environment for athletes and spectators.

### Referee at First Bank of Tennessee, TN

May 2023 - Present

- Successfully resolved 95% of customer disputes within an average time frame of 3 days, leading to increased customer satisfaction and retention for First Bank of Tennessee.
- Streamlined the dispute resolution process by implementing a new tracking system, reducing the average resolution time by 25% and increasing overall team efficiency.
- Consistently ranked in the top 10% of Referees at First Bank of Tennessee for overall performance, demonstrating exceptional knowledge and expertise in handling complex cases and providing top-notch customer service.

### Assistant Referee at Tennessee Valley Federal Credit Union, TN

Aug 2022 - Apr 2023

- Successfully managed and resolved over 300 complex customer disputes within a year, resulting in a 95% customer satisfaction rating and contributing to the overall growth of the credit union.
- Streamlined internal communication processes by implementing a new digital platform for team collaboration, leading to a 30% reduction in response time for customer inquiries and improved efficiency among staff members.
- Assisted in the development of a financial literacy program that reached over 1,000 community members, helping to increase membership by 15% and strengthening the credit union's presence within the Tennessee Valley region.

### Certificate in Sports Officiating and Refereeing at Middle Tennessee State University, Murfreesboro, TN

Aug 2018 - May 2022

Relevant Coursework: Rules and Regulations of Sports, Game Management, Officiating Techniques, Communication and Conflict Resolution, Sports Ethics, Health and Safety, Legal Aspects of Officiating, and Professional Development.

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