

Gabby Leachmon

Education

Messmer High School

May 2014

UW - Madison

Major - Human Resources

Projected Graduation: December 2027

Certifications

Notary

Wisconsin Department of Financial Institutions, ID - 252755

Expiration - 04/09/2027

Basic Life Support

American Heart Association

Expiration -

Volunteer Experience

Board on Aging and Long-Term Care: Volunteer Ombudsman (2025 - Current)

- Advocate for residents in long-term care facilities, resolving issues related to personal hygiene, daily care, diet, activities, and staff relationships.
- Conducted unannounced, weekly visits to designated long-term settings to observe conditions and interact with residents, meticulously logging all data.
- Guided residents and families toward effective issues of resolution, promoting person-centered care, dignity, and residents' rights.

Eras Senior Network: Senior Support (2024 - Current)

- Provided essential transportation and shopping support for clients, including grocery shopping and transport to the bank, DMV, and Social Security office.
- Engaged in weekly friendly phone calls with clients to combat loneliness and foster positive social engagement within the client network.

VA Hospital: DAV Office Worker (2025 - Current)

- Facilitated veteran transportation by answering phones, setting up rides, and locating veterans for drivers.
- Directed veterans to appropriate appointments and transportation areas, ensuring smooth and efficient navigation of hospital services.
- Performed light typing and data entry of veteran information, maintaining accurate records.

Versiti Blood Center of Wisconsin: Donor Café Greeter (2014 - Current)

- Monitored donors for post-donation reactions, ensuring a safe and comfortable recovery environment.
- Served refreshments and snacks while interacting with donors and staff, providing an exceptional customer experience.

Wisconsin Department of Health Services: IRIS Advisory Committee Member (2024 - 2027)

- Serve as a dedicated member of a workgroup providing recommendations to the Wisconsin DHS program staff on the administration of the IRIS program.
- Presented ideas, opinions, and facts for the betterment of the IRIS program, contributing to improved public health services.

Work Experience

United Ground Express | Milwaukee, WI

Customer Service Agent (Part-Time) | May 2025 - Current

- Managed efficient passenger check-in and ticketing, ensuring a seamless experience while verifying information accuracy for on-time departures.
- Utilized reservation/ticketing software to rebook itineraries, issue boarding passes, calculate/collect appropriate fees, and adhere strictly to company policies.
- Provided empathetic customer support by actively listening to and resolving passenger issues in accordance with company policies and procedures during flight interruptions.
- Operated within the Baggage Service Office as needed, tracking luggage locations and effectively resolving passenger questions and concerns related to baggage handling.
- Ensured strict adherence to United and Federal Aviation Administration (FAA) regulations, maintaining safety and compliance in all ground handling operations.
- Communicated effectively with co-workers and flight crew using two-way radio electronic devices to coordinate ground operations.
- Performed physical duties including standing for extended periods, interpreting baggage tags, handling cargo labels, and lifting baggage/cargo weighing up to 70 lbs.
- Assisted with the cleaning of the aircraft interior, contributing to quick turnarounds and a positive passenger experience.

City of Milwaukee | Milwaukee, WI

Election Inspector (Seasonal/Election Days) | September 2024 - Current

- Administered the voting process on election days, ensuring strict compliance with all State and Federal election laws and procedures.
- Managed end-to-end voter check-in, including greeting voters, verifying photo IDs, confirming registration status, and maintaining poll book accuracy.
- Facilitated election day voter registration, accurately processing all required forms and proof of residence documentation for eligible individuals.
- Issued official ballots and provided clear instructions and assistance to diverse voters on the use of voting equipment and general procedures as needed.
- Monitored and performed basic troubleshooting for electronic voting equipment, minimizing downtime and ensuring a smooth voter experience.
- Assisted with the completion and signing of official election paperwork, contributing to efficient and accurate ballot reconciliation and election closeout processes.

IRIS | Milwaukee, WI

Direct Support Professional (Part-Time) | March 2020 - Current

- Provided comprehensive, person-centered support to clients, fostering independence and enhancing quality of life through the IRIS (Include name of program here) program model.
- Administered and documented medication according to prescribed schedules and protocols, strictly adhering to health and safety standards.
- Aided with essential activities of daily living (ADLs) including personal hygiene routines, meal preparation, and light housekeeping duties, maintaining a safe and healthy living environment.
- Coordinated and managed client medical appointments, ensuring timely attendance and maintaining accurate health records.
- Collaborated in the development and implementation of custom support plans designed to help individuals set and achieve personal goals.
- Maintained meticulous documentation of client progress, behaviors, and incidents, accurately recording and reporting data to case managers and healthcare professionals.

Kohl's | Menomonee Falls, WI

Customer Service Representative - Fraud and Collections (Part-Time) | June 2019 - May 2025

- Managed complex customer interactions across fraud and collections through the lines of business, consistently delivering excellent customer experiences and achieving positive outcomes while adhering strictly to company policies and compliance guidelines.
- Utilized advanced negotiation techniques to partner with past-due customers, establishing acceptable payment arrangements, and focusing on the recovery of late-stage delinquent accounts.
- Resolved advanced and routine customer issues by actively listening, asking probing questions, and employing creative problem-solving to secure win-win resolutions with minimal supervision.
- Strengthened customer commitment and prevented repeat contacts by taking ownership of the customer experience and providing proactive, tailored solutions.
- Applied available resources accurately to satisfy complex customer needs and overcome objections, building customer confidence and ensuring high first-contact resolution rates.
- Maintained a high degree of accuracy and attention to detail when applying policies and procedures, meticulously documenting all customer interactions for efficient tracking and resolution.
- Adhered to all collection regulations and compliance requirements to mitigate risk while performing job duties with integrity and accuracy.

Bank Five Nine | Glendale, WI

Senior Customer Service Representative (Part-Time) | November 2015 - June 2019

- Provided efficient, accurate, and friendly service to bank customers, addressing inquiries and completing transactions while building and maintaining strong relationships.
- Actively promoted and sold a wide range of bank products and services, engaging customers in meaningful conversations to identify and present appropriate financial solutions.
- Identified cross-selling opportunities by asking probing questions to understand customer needs and referring them to other branch personnel or business partners.
- Successfully managed customer interactions through both in-person conversations at the in-store branch and outbound telephone outreach, ensuring a consistent and personalized experience.
- Contributed to team goals by providing qualified referrals and assisting in meeting sales targets, fostering growth in deposits and loans.
- Demonstrated strong product knowledge and communication skills to inform customers about the bank's offerings and explain complex financial information clearly.

Boston Store | Glendale, WI

Sales Associate (Part-Time) | November 2013 - August 2018

- Delivered exceptional customer service by greeting patrons, actively listening to their needs, and effectively determining merchandise requirements to facilitate purchases.
- Provided expert product advice and recommendations tailored to individual customer needs, explaining merchandise uses and advantages to drive sales and satisfaction.
- Prepared and processed sales transactions efficiently using cash, check, and credit card payments, ensuring accuracy at the point of sale.
- Addressed customer questions and concerns professionally, building trust and resolving issues promptly to enhance the shopping experience.
- Assisted management with the strategic display and arrangement of merchandise on the sales floor to enhance visual appeal and highlight promotional items.

Boys & Girls Club of Milwaukee | Milwaukee, WI

AmeriCorps Specialist (Limited Term) | September 2017 - June 2018

- Facilitated and coordinated college access activities for high school students within the Graduation Plus program, enhancing college readiness and success rates.
- Mentored students throughout the college application process, providing hands-on assistance with FAFSA applications, college entrance essays, and scholarship forms.
- Developed and implemented effective lesson plans for tutoring components, creating a supportive learning environment tailored to student needs.
- Supervised and guided students through quality activities designed to achieve specific educational goals and measurable outcomes.
- Encouraged the holistic emotional, social, and educational growth of individual students, serving as a dedicated mentor and support system.
- Maintained open lines of communication by contacting parents regarding student absences in the tutoring program and contributing to the Graduation Plus evaluation process.