

# Charles Dieckhaus

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## EDUCATION

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### University of Miami

Coral Gables, FL

Bachelor of Business Administration

Expected Graduation December 2018

Double Major in Finance & Legal Studies

- **GPA:** 3.88/4.00
- **Honors:** University of Miami President's Scholarship, Provost's Honor Roll and Dean's List
- 2nd Place out of 55 Teams in Freshman Cultural Competency Competition
- **Relevant Coursework:** Intermediate Financial Management, Investment and Security Markets, Intermediate Business Statistics, Corporate Law, Financial Accounting, Managerial Accounting

## WORK & LEADERSHIP EXPERIENCE

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### Quicken Loans

Detroit, Michigan

Mortgage Banking Intern

May 2017-August 2017

- Analyzed and organized data, including lead to credit conversion, books per banker, and production relative to goals, resulting in generation and distribution of reports tracking banker performance
- Audited sales calls to ensure banker compliance with company standards, verify transparency of self-reporting, and identify weaknesses in mortgage sales process
- Researched and assembled data to create presentation materials for use by regional vice presidents and directors of mortgage banking
- Selected out of 60 interns to lead the "inner circle" responsible for communicating with interns nationally and providing support to leadership team

### Jop, Inc.

Miami Beach, Florida

Operations Intern

November 2016-February 2017

- Developed, implemented, and continuously revised protocol for screening, interviewing, and onboarding independent service providers to application-based work platform
- Compiled, organized, and analyzed data pertaining to customer needs and service provider activity to improve overall functionality of platform
- Analyzed statistics relating to applicant data points, including steps completed, duration of interview, and internal review rating in order to target preferred candidates for future affiliation

### J. Crew

Chesterfield, Missouri

Sales Associate

May 2016-August 2016

- Communicated with clients with regard to product requirements, cost expectations, inventory options, and appropriateness of particular product for specific needs, as well as providing information about sales, promotions, and special events
- Participated in product placement, handled collection of payment, and resolved customer questions and concerns on departure

### Sigma Alpha Epsilon Fraternity

Coral Gables, Florida

External Philanthropy Chairman/House Manager

August 2016-Present

- Manage member participation in philanthropy initiatives, including communicating relevant activities and coordinating with affiliated entities to identify beneficiary organizations
- Serve as liaison to university administration regarding leasing information, payment plans, and facility improvements, and manage repair budget throughout year

### The University of Miami

Coral Gables, Florida

Team Leader/Peer Counselor

August 2016-December 2016

- Supervised and taught weekly discussion class of ten freshmen in a course on Cultural Competency in the Global Workplace and Finding your Personal Brand
- Facilitated organization, research, and presentation of a Group Project, focused on a multi-national corporation and the cultural challenges of entry into a new country by that corporation

## SKILLS, ACTIVITIES & INTERESTS

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**Activities:** University of Miami Table Tennis Club, Sigma Alpha Epsilon Fraternity, IFC Coordinator

**Interests:** Basketball, Snowboarding, Music