

Form Name:
Submission Time:

Citizens Commission
March 28, 2019 4:48 pm

Name	Janelle Kelley
Address	<div></div> <div></div> <div></div>
Phone	<div></div>
Email	<div></div>
Citizenship Affirmation	I am a U.S. Citizen
Residency Affirmation	I am a resident of the Commonwealth of Massachusetts
Statement of Intent	I intend to comply with and advance the policy established by this Act.
Statement of Interest	I feel now more than ever that is imperative to remove the financial incentives provided by dark money PACS that allow politicians to ignore their constituents needs and place corporate and special interest groups first.
Résumé or Summary of Qualifications Upload	https://s3.amazonaws.com/files.formstack.com/uploads/3282862/71887710/489560875/71887710_janelle_kelley_-_resume_2019.pdf
Political Party Affiliation, if any, over the previous five years	Democratic
City or Town where you reside	BOSTON
Employment Status	Employed
Occupation	Client Manager
Employer	TSYS



Janelle M. Kelley

Summary

- Results-driven, adaptable, self-reliant
- Proven strengths in reversing customer dissatisfaction to build long-term lucrative business alliances

Professional Experience

Client Manager ▪ TSYS/Cayan (formerly Merchant Warehouse) ▪ Boston, MA ▪ 10/2014-Present

- Deal directly with merchants in the Major Merchant High Value segment of the company portfolio.
- Responsible for revenue retention and merchant satisfaction for an assigned group of high value merchants.
- Assist Sales with implementation of complex merchants with solutions tailored to their processing needs.

Sales Account Executive ▪ Merchant Warehouse ▪ Boston, MA ▪ 11/2013-10/2014

- Field incoming calls generating 1-8 new leads per day through our website and websites of our affiliates
- Determine the best solution and account type each potential merchant needs and set accurate expectations for them
- Hit or exceed set monthly plan number each month

Account Relationship Manager ▪ Merchant Warehouse ▪ Boston, MA ▪ 9/2012-Present

- Review applications submitted by Sales to ensure they are qualified businesses, the paperwork is clean and in good order, and requisite documents are supplied in preparation for Underwriting.
- Specially review applications that are possible fraud note for Underwriting any discrepancies that may indicate fraud.
- Act as liaison between Underwriting and Sales when additional information is requested for account approval.

Client Service Collections Representative ▪ Merchant Warehouse ▪ Boston, MA ▪ 7/2011-9/2012

- Managed all incoming ACH rejects on a daily basis and sorted according to reject type.
- Notified merchants via email and phone about ACH rejects on their account and worked with them to resolve.
- Responded to in-house inquiries regarding collections issues on merchant accounts.

Awards and Distinctions

Merchant Warehouse Client Service Employee of the Month (June 2012)
Boston University Boston Scholar ▪ Full four-year merit scholarship

Education

Bachelor of Science in Film ▪ Boston University ▪ Boston, MA ▪ 2008