

**Mara R Jarvis**

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October 19, 2020

Madison City Council  
Madison, WI

Dear President Sheri Carter,

Please accept this letter and the attached resume as an indication of my sincere interest in becoming District 7 Alderperson. With my life long commitment to my community, I know I can serve my district well. Since moving to Madison in 2013, I have loved this city and proud to call it my home. It would be the honor of my life to serve my community for this brief time and beyond.

I began serving my community at a young age when I joined my local 4-H club. In 4-H, the number one priority is to serve your community with your head, heart, hands and health. I have used those values my whole life. If chosen to represent my district, I will devote my time to making life better for my neighbors. I will use my head to evaluate issues that come to the City Council and determine if it is best for our community. My heart will lead me to make sure I do what is right. My hands will be used to reach out to those who need help. My health will keep me fighting hard for the city and community. During these uncertain times, I will make the health and safety of my community my number one priority.

I do not know if I will decide to run in the spring. In these uncertain times, it is hard to plan for tomorrow. I know that for right now, I can serve my community to the best of my ability.

I am eager to expand my leadership and passion for community to District 7 of Madison. I hope that you will afford me the opportunity to serve my community.

Thank you for your time and consideration. I can be reached via phone (920-229-5737) or email ([mrjarvis07@gmail.com](mailto:mrjarvis07@gmail.com)).

Sincerely,

Mara Jarvis

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### PROFESSIONAL SKILLS & EXPERIENCE

#### Education

- Bachelor of Arts, Winona State University, (2008-2012)
  - Major- Theatre Arts
  - Minor-Arts Administration

#### Professional Customer Service Representative

- 8 years of customer service in the banking and financial sector. Rewarded for my strong communication and customer service skills.
- Strong research and problem-solving skills.
- Excellent listening skills, combined with strong attention to detail and careful documentation.

### COMMUNITY SERVICE & SOCIAL JUSTICE WORK

#### Political and Community Engagement

- Strong commitment to social justice, racial equity, and intersectional feminism, grounded in my working-class identity.
- Canvassed; performed data entry, phone and text banking; provided transportation for candidates; collected nomination signatures, handed out literature, and discussed candidates with voters (multiple campaigns).

#### Community Activism

- Chapter President, *Madison National Organization for Women (NOW)* (2019-current)
- GOTV volunteer, *Human Rights Campaign* (2018-current)
- Teal Team, text and phone banking volunteer Dane County Democratic Party (2018-current)
- Letter writer, *Vote Forward* (2018-2020)
- Volunteer, *Kelda Roys for State Senate* (2020)
- Volunteer, *Melissa Sagnet for State Senate* (2020)
- Volunteer for Event Committee *Elizabeth Warren for President* (2019-2020)
- Chair for Outreach Committee, *WomenREACH John Deere Financial* (2018-2020)
- Social media coordinator, *Madison and Wisconsin National Organization* (2017 - 2019)
- At-Large member of Young Feminist Task Force, *National Organization for Women* (2017 - 2020)
- Data Entry Specialist and Launch Site Management, *Satya for Madison* (2018)
- Volunteer coordinator, *Lindsay Lemmer for Alder* (2018)
- Volunteer, Dane County *Voter ID Coalition* (2018)
- Volunteer staff member, *Kelda Roys for Governor* (2018)

#### Leadership in Activism

- Three years as a board member for the Madison and Wisconsin chapters of the *National Organization for Women (NOW)*. As a board member, I organize and execute meetings, events and workshops.
- Two years as at-large member of the Young Feminist Task Force with the *National Organization for Women*. As an at-large member, I help bring attention to issues that are important to Millennials and GenZ.

### RECENT TRAINING AND CERTIFICATIONS

[The Progress Center for Black Women](#) Learning Lab with Sabina Madison (2020)  
[Davette Baker's](#) Intersectionality/White Privilege Training (2019)  
[Human Rights Campaign](#) Equality Action Training (2018)  
[Dane County Wisconsin Voter ID Coalition](#) Voter Education Ambassador (2018)

## **EMPLOYMENT EXPERIENCE**

### **John Deere Financial**

#### *Assumption Specialist (Oct 2017 – Present)*

- Respond to and resolve complex customer assumption requests for US or Canada lease/Installment notes.
- Revolve accounts to ensure that information is updated accurately and consistently across John Deere Credit.
- Review the financial and legal documentation of a legal name change and/or assumption process across all business lines to ensure customer identities are processed and accurately maintained in all systems.
- Verify the customer names and updates or corrects tax identification numbers in the Master Customer Record to ensure customer identities are accurately maintained per UCC-1 and Compliance requirements.
- Create customer management reports to assist with reconciliation of customer information and/or assist with correcting account errors across product lines throughout the enterprise.
- Serve as a liaison to the customer identity team and the designated division credit administration groups throughout John Deere Credit to assist in the correction of customer records.

#### *Customer Service Representative III (Feb 2016 – Oct 2017)*

- Researched, analyzed, and responded to intricate inquiries and assist less experienced staff with complex customer issues.
- Coached and assisted staff in meeting expected customer service and satisfaction goals.
- Resolved customer service issues.
- Assisted supervisors in the continuous improvement of the customer service delivery process.
- Conducted customer service training for entry level staff.
- Documented customer interactions and product/service issues, entering descriptive information online in order to provide history and tracking of issue resolution.

### **AnchorBank**

#### *Customer Service Assistant (Jul 2014– Feb 2016)*

- Processed paperwork for decedent accounts.
- Balanced money order general ledger.
- Processed refunds for saving accounts.
- Paid out international checks.
- Helped branches resolve CDs issues.
- Assisted Anchor Bank branches with all the above situations.

#### *Personal Banker May 2013 to July 2014*

- Built long-term relationships with customers, in person and by phone.
- Deepened customers' understanding of their financial needs and provided suggestions for solutions.
- Sold retail banking products and services to customers and new prospects.

#### *Customer Service Associate July 2012 to May 2013*

- Provided excellent service and sold products/services to existing and prospective customers.
- Prepared documentation, processed transactions, and handled cash to meet accuracy standards.