

**TITLE** | Senior Director of Client Support Services

**ABOUT** | Kellie Wynne joined BSM in 2007 and is located in Reno, Nev. Prior to joining BSM, she spent three years as a mortgage loan processor where attention to detail, meticulous organizational skills, outstanding customer service, and the ability to work within strict deadlines were of paramount importance.



**AREAS OF EXPERTISE** | In her current role, Ms. Wynne oversees operational and administrative support services provided for various BSM Consulting customers and field consultants. Her primary responsibilities include:

- ✓ Managing, scoping, budgeting, and administrating projects
- ✓ Developing work plans
- ✓ Creating and analyzing surveys, reports, and processes
- ✓ Developing employee surveys and wage scales
- ✓ Researching and reporting market trends
- ✓ Creating content
- ✓ Coordinating and overseeing work teams and resources
- ✓ Overseeing quality standards
- ✓ Serving as a corporate client and customer service liaison

**ACHIEVEMENTS AND CREDENTIALS** |

- ✓ Member of the Operational Leadership Team, which is responsible for internal BSM teams, operations, and functions, including customer tools and resources, support for consultants and clients, and oversight of online programs
- ✓ Assisted in the creation of numerous practice management tools and educational resources

**EDUCATION** | Bachelor of Science in Government, with a concentration in Political Theory, University of Virginia, Charlottesville

**DID YOU KNOW?** | When she's not in the office Kellie, can be found spending time with her family and enjoying the [Reno-Tahoe outdoors](#).