

Tracey L. Uttke

Objective

To secure a leadership role that leverages my strong communication skills and extensive municipal experience to enhance operational efficiency and service delivery.

Work Experience

City of West Allis | West Allis, WI

Deputy Clerk (current position); Various Positions | September 2018 – Present

- Issue licenses, prepare agendas and minutes for City meetings, publish legal notices, and assist in overseeing the election process.
- Played a key role in the creation of the Customer Service Center at City Hall.
- Selected as one of eight employees city-wide to participate in LEAD West Allis, a program focused on leadership and personal development.

City of Oak Creek – Water & Sewer Utility | Oak Creek, WI

Utility Clerk | January 2010 – August 2018

- Served as the primary point of contact for over 9,000 Utility customers via phone, email, and in-person interactions.
- Investigated customer complaints, escalating to a department manager only when necessary.
- Processed payments and managed large cash deposits with accuracy.
- Prepared payroll sheets and timecards for processing.
- Played a critical role in implementing a new payroll system independent from City Hall.
- Maintained customer service and inventory records efficiently.

National Bakery & Deli | Greendale, WI

Store Manager | February 2009 – December 2009

- Opened and managed a new retail location in Greendale Village.
- Led a team of 12 employees, overseeing hiring, training, and terminations.
- Managed customer inquiries, requests, and grievances effectively.
- Maintained relationships with food service providers to ensure product availability.
- Handled all banking transactions and cash flow management.

Education

Waukesha County Technical College | Pewaukee, WI

Culinary Management | December 2008

Western Illinois University | Macomb, IL

Bachelor of Arts in Literature & Language | May 2006

Minor: Journalism