

Kevin Ramsell

Customer Experience & Communications Specialist | Motorsports Media Professional

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Professional Summary

Customer-focused communications professional with 20+ years in motorsports media, public relations, and customer service. Known for building relationships, resolving issues, and delivering clear, engaging communication in fast-paced environments.

Core Strengths

Customer Experience • Media & PR • Content Creation • Relationship Building • Problem Resolution

Professional Experience

Spectrum Mobile — Store Specialist (2016–Present)

Delivered customer support, resolve service issues, educate on products, sales, and assist with training.

Provided customer support & sales with an average of 250 transactions a month with 25.5% consisting of mobile, internet and video sales.

Consistently recognized for customer satisfaction and problem resolution in a high-volume environment.

American Family Insurance — Customer Service & Marketing Specialist (2016)

Provided personalized service, supported marketing efforts, and represented agency in the community.

UScellular — Retail Wireless Consultant (2015–2016)

Delivered consultative support to improve customer confidence and satisfaction.

Motorsports Media & Communications

ASA Midwest Tour — Public Relations Director (Current)

Lead communications strategy, media relations, and event storytelling for a premier Midwest touring series.

51 Sports LLC — Director of Business & PR | Speed51.com — Midwest Editor

Led media relations, created content, managed partnerships, and covered live racing events.

Education

Associate in Applied Arts (A.A.A.) – Marketing

Madison Area Technical College — December 1993

Collegiate DECA State Officer • International Conference Speaker • Competition Judge •
Top-10 International Finalist