Collin Haws

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Technical and customer-focused professional with expertise in maintaining high customer satisfaction by providing prompt and accurate support, identifying solutions, and escalating issues. Strong communicator, adept at collaborating with cross-functional teams to achieve optimal results.

AREAS OF EXPERTISE

Product Support | Customer Service | Ticket Resolution | Software Development | Process Improvement
Team Training | Procedure Writing | Customer De-Escalation | Technical Troubleshooting | Communication
Customer Onboarding | Time Management | Problem Solving | Customer Relationship Management

WORK EXPERIENCE

Tier II Product Support Specialist | iPipeline   **Feb 2023 – Present**

- Maintain high customer satisfaction while supporting customers via email and phone on complex technical issues, including problems with various iPipeline products/services.
- Identify solutions to work around open issues under investigation or pending resolution.
- Respond to client requests/inquiries within the pre-determined timeframe of service level agreement.
- Document and track case histories, issues, and actionable steps taken.
- Collaborate with all levels of Support and Professional Services to appropriately escalate tickets.

Customer Experience Agent/CX Trainer Flex Role | Coinbase   **Jan 2022 – Jun 2022**

- Led new hire customer experience training due to achieving above-average quality assurance and First Contact Resolution (FCR) scores.
- Enabled Coinbase to scale internal agent population by 255 total FTE Agents by flexing into a training facilitating role on an as-needed basis.
- Ensured appropriate action taken on customer accounts and timely resolution of customer issues by collaborating with multiple agents across different departments.
- Met and continuously improved key KPIs, including FCR, Resolution Percentage, and time spent on after call work.

Loan Underwriter II Union | UFIRST Federal Credit Union   **Jun 2020 – Jan 2022**

- Reviewed inbound auto loan applications from dealerships within the credit union's network efficiently and accurately while adhering to credit union lending policies.
- Responded promptly/accurately to dealership finance managers both over the phone and through the lending system messaging portal to help them understand the credit union's indirect lending program.
- Exceeded daily production goal of loans decisioned/audited and monitored personal lending portfolio performance.

EDUCATION

Software Development Bootcamp | University of Utah   **Expected Oct 2023**
General Studies Courses | Salt Lake Community College   **2017 – 2019**

TECHNOLOGIES

Google Suite | Salesforce | Jira | Looker | Confluence | Athena | Microsoft Office | Python | Notion | MacOS | Microsoft Windows | Slack | Blockchain | Social Media | CRM | VSCode | JavaScript | HTML | CSS | Node