

# Jaxson Wolfert

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**Collaborative leader partners with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings.**

## Skills

- Interpersonal Management
- Spanish Fluency
- Sales support
- Client onboarding
- Excellent customer service
- Client retention strategies
- Technical aptitude
- Staff education and training

## Work History

### Client Service Analyst

*Caselle*

*August 2022 - Current*

- Acted as lead party for external calls and client visits.
- Escalated requests for service, acting as point of escalation for external and internal parties.
- Monitored daily performance against established metrics.
- Analyzed client disputes and offered solutions to fit client and company expectations.
- Maintained up-to-date knowledge of product and service changes.

### Owner

*Window Pro, Midway, UT*

*July 2014 - Current*

- Enhanced operational efficiency and productivity by managing budgets, accounts, and costs.
- Consulted with customers to assess needs and propose optimal solutions.
- Managed day-to-day business operations.

### Lead Tutor

*UVU Academic Tutoring*

*August 2018 - October 2020*

- Supported students with helpful study habits and exam strategies.
- Motivated students towards learning and studying to build self-confidence and reduce fear of failure.
- Tutored diverse groups of students to strengthen subject comprehension, boost confidence and build important learning skills.

### Action Learning Leader

*UVU Office of Student Action Learning*

*August 2018 - May 2020*

- Planned, prepared, and performed weekly activities
- Developed and executed performance management programs to increase employee engagement and productivity.
- Facilitated virtual, in-person and blended learning sessions.

## Education

Bachelor of Science in Psychology May 2022  
Utah Valley University, Orem, UT

## Languages

Spanish

