

Kyler Jansson

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Dear Leadership,

I would like to formally apply for a position available on your team. I was very excited to hear about the job opening and feel like I would be a great addition to an already very prestigious company. I feel this position would allow me to put my current knowledge and experience to use to benefit this company. It would provide a challenge where I could grow my knowledge and acquire new skills to further grow in this corporation.

I take great pride in my attention to detail. I can quickly adapt to various surroundings, system changes and gladly accept new responsibilities. I am a great multi-tasker and willing to make any adjustments to ensure efficient work.

I am great in team environments and love working with people. I am quick on my feet and can make decisive judgement calls. I am always willing to help the team in any way possible. I also thrive when working independently as well. I feel this is important for this position because it will be a new environment surrounded with new people and challenges.

I appreciate your consideration and look forward to discussing this employment opportunity with you further.

Sincerely,

Kyler Jansson

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OBJECTIVE

I am looking for a position with a reputable company that will give me the opportunity to learn and grow into a career as I continue my college education online.

SUMMARY

I am a very hard worker and a quick learner. I prioritize duties to accomplish multiple tasks and to make the best use of my time. I am detail orientated and take pride in my ability in resolving problems. I enjoy being a team player and have excellent customer service and phone skills. I am very punctual, dependable, and eager to learn.

SKILLS

- Customer Service
- Processing Federal Student Loans
- Collections
- Microsoft PowerPoint Presentations
- Eclipse Multi-Language Software Development
- Microsoft Word
- Accertify
- 35 Words Per Minute

WORK EXPERIENCE

03/21 – present **Sutherland Title Company – Murray, UT**
Escrow Officer's Processing Assistant

I take on new orders while also managing existing orders to ensure everything on title is cleared. This includes ordering payoffs from various mortgage companies, the Utah State Tax Commission for delinquent taxes, and HOA fees. I also contact other title companies to acquire clearing information for old trust deeds and other required documentation. I organize everything needed in the corresponding file and notate any information through AIM(our information system).

01/20 – 03/21 **Notary Signing Agent**
Utah State Notary(self-employed)

Print & review notary package. identify the person signing. Witness all signatures, complete all notary requirement sections, scan copies of package back to client and get to FedEx, UPS or USPS on time to make cut off. These are mainly mortgage purchase, mortgage refinance, mortgage sale, debt relief packages & legal documents. I work through Snap Docs, Signature Closers, Notary Jane & Express Notary. also work close with title companies & mortgage lenders when they reach out directly for signings.

07/18 – 12/19 **Walmart.com – Draper, UT**
Fraud Prevention Specialist

Review orders being placed on Walmart.com that were flagged as potentially fraudulent. I assure that their card verified with their billing address, billing name and billing phone number. I use resources such as whitepagespro.com and truepeoplesearch.com to try to link them to the people and places they were shipping to. I make decisive judgement calls based on what information I can verify.

- 08/17 – 07/18 **1-800 Contacts – Draper, UT**
Compliance Specialist
Ensure that the orders we receive are compliant with the prescriptions that we have on file. I receive images of the customer's prescription, verify it is valid through doctor phone calls, and input the prescription as valid in our system. I also help the customer add or change anything they need with their order to make sure their business with us was as smooth and as helpful as possible.
- 05/16 – 08/17 **Rescue Rooter – Salt Lake City, UT**
Plumbing Technician
Repair and maintain pipes for carrying water, sewage, gas, and other liquids to residential and commercial facilities. Install and repair sinks, toilets, and other plumbing fixtures, as well as appliances including dishwashers and garbage disposals. Cable main lines to clear clogs. Quote and assist on digs for major repairs such as main sewage line breaks and repairs.
- 08/15 – 05/16 **Papa Murphy's – West Jordan, UT**
Assistant Manager
Money count registers to balance the store figures for the day. Complete bank drops. Order Sysco for the store weekly to make sure inventory is full and we have all items in stock. Double check the Sysco orders when delivered to make sure the correct items are delivered, and inventory is up to date. Project and prepare pizza stock in advance for our normal busy times. Train new hires to get them up to speed and meet store code. Fill in with the crew during rush busy times.
- 02/15 – 08/15 **Hansen Heating & Air - Sandy, UT**
Installer
I install and do finishing work on new air condition and heating systems on new build and existing homes. Obtain and maintain required certifications required by state. Comply with all applicable standards, policies, and procedures, including safety procedures and the maintenance of a clean work area for all purposes. Repair or replace defective equipment, components, or wiring to restore to working order. Reassemble and test equipment following repairs to ensure the job is done correctly. Inspect and test system to verify system compliance with plans and specifications and to detect and locate malfunctions.
- 06/14 – 01/15 **Nationwide Student Relief - Sandy, Utah**
Student Loan Processing Specialist
I maintain a pipeline of 150 Federal Student Loan Clients and receive, handle, and resolve all escalated calls for myself and other team members. Collections on 60-120 day past due accounts and processing refunds and credits to clients to move forward on their consolidation. Converting debit and credit card transactions to ACH withdrawals to secure collection payments. Provide exceptional knowledge to the team for strict guidelines and qualifications on complicated financial situations for clients with hardships. I work closely with Sales and Management to maintain efficiency for the Company as well as each of our clients. Run daily analytic and compliance reports for my team to ensure superior communication to clients as a team.
- 08/11 – 06/14 **Papa Murphy's – Herriman, Utah**
Night Supervisor/Cashier (High School Job)
It is my responsibility to interact with the customers and get their orders on cash register and make sure I have an accurate money count. I make fresh pizzas per order write up. I close the store at night with counting down the registers, complete settlement on the credit card machines for the day and manage workers to do the cleaning and prep for the next day shift.
- 01/11 – 08/11 **Four Seasons Tree & Turf – Salt Lake City, Utah**
Landscape/Maintenance Worker (High School Summer Job)
I maintained Lawn and Garden maintenance. Also managed repairs to sprinkling systems, extracted trees and debris, and operated equipment such as the following; lawn mowers, leaf

blowers, trimmers and edgers, shovels and plows. I managed clientele interactions, billing, and maintenance as well as the safety of myself and fellow employees.

EDUCATION

- **11/13 – 06/14** **Udemy Courses Online**
I have been teaching myself JavaScript online through these online classes. I have learned the basics of coding and have been working on building websites and simple programs.
- **08/12 – 01/13** **C Tech Computer Programming & Software Development Training**
At this school/college training program I was taught how to use systems such as Eclipse and Dr. Java. I also studied JavaScript and how it works. I learned a lot about how to use quick thinking skills and improvising when a problem presented itself.
- **08/10 – 06/14** **Herriman High School, Herriman, Utah 06/2013 – Diploma (Graduated)**

References available upon request.