

2026 SANTUOMO AVE. GROVE CITY, OHIO 43123
614.420.4201 E-MAIL JEREMY.HENDRICKS@OUTLOOK.COM

JEREMY HENDRICKS

EDUCATION

- Mount Vernon Nazarene University
[August 2015-Present]
Will graduate with a Bachelor of Science in Computer Science
- The Ohio State University
[September 2006 – June 2010]
Graduated with a Bachelor of Arts in English
Major GPA 3.5
- Hilliard Davidson High School
[August 2002 – June 2006]
Graduated with a High School Diploma

WORK EXPERIENCE

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|---|-----------------------------|
| BMW Financial Services
<i>Senior Collections Specialist</i>
-Top Senior Collector for 2016
-Current Tester for CAM department
-Responsible for compiling U.S. and Canadian charge off reports
-Run Hot Topic for CAM to allow for department transparency | January 2016- Present |
| BMW Financial Services
<i>Mid-Range Collections Specialist</i>
-Maintain multiple high performing lists
-Create CAM Documenter Project
-Received 4s on year-end review | March 2014- January 2016 |
| BMW Financial Services
<i>Customer Service Advocate</i>
-Consistently exceed survey goals
-Use BMW FS 12 principles as guidelines for answering 80-100 calls daily | February 2013- March 2014 |
| Innosource
<i>Customer Service Advocate on site at BMW Financial Services</i>
-Most reliable award winner October, November, and December of 2012
-Participate on Documentor Pilot Team | August 2012 – February 2013 |
| The United States Air Force
<i>Staff Sergeant</i>
-Deployed to Kandahar, Afghanistan
-Directly assisted Commanding Officer during War Operations
-Responsible for the accountability of 300 members during attacks | March 2012 – Present |

AFFILIATIONS

- Currently volunteer playing cello for Vineyard Tuttle Crossing