

Andres Uscategui

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Objective

To work in a position that will enable me to use my strong communication skills and extensive customer service background.

Education

CURRENT | UNIVERISTY OF UTAH

- Major: Computer Engineering

HIGH SCHOOL DIPLOMA | AUGUST 2012-MAY 2015 | COPPER HILLS HIGH SCHOOL

Skills & Abilities

- Phone customer service experience
- Collections and repayment assistance experience
- New-hire training and mentoring
- Training transitioning
- Analyzing call trends and stats
- Tech support experience
- Familiar with PCI DSS compliance
- Creating spreadsheets and trackers in excel and google sheets
- Fluent in English and Spanish

Awards

- During my time at Copper Hills I earned many Debate awards in Lincoln-Douglas debate and Impromptu as well as taking 3rd in state at TSA. At Discover I won the Black diamond award for the month of January, which is an award given to the top performers of the department each month who are exceeding the department's expectations. I also received various call quality awards throughout my time in each department I was in, for providing great customer service experiences to the customers I worked with. At Netflix I received several call quality recognition certificates for my dedication to exhibiting the company values during my calls. I also received a certification to teach and mentor new hires through calls during the first weeks of training.

Experience

CUSTOMER SERVICE REPRESENTATIVE | NETFLIX | AUGUST 2017-CURRENT

- Handled calls with customers over the phone while troubleshooting device issues.
- Analyzed call stats and created documents to track call trends.
- Tracked 3rd-party and Partner support with trend reports detailing training opportunities.
- Floor support for new hires and training classes during call times.
- Helped mentor and train new hires after training during transitions.

STUDENT LOANS ACCT MANAGER/SR COLLECTIONS REP | DISCOVER | MAY 2016-JULY 2017

Student loans

- Spoke with customers over the phone and answered inquiry questions during the origination process.
- Serviced accounts and updated customer information to ensure that everything was in order and up to company standards.
- Worked with customers to create new accounts and send documents throughout the loan process.

Collections

- Receiving both inbound and outbound calls in attempts to contact customers.
- Leaving messages concerning debt and repayment options.
- Negotiated with customers about their existing debt and discussed repayment options.
- Assisted with setting up overdraft prevention and manage pre-delinquent accounts.
- Manage up to 60 accounts an hour while making sure that the customers' needs were met.

SHIFT MANAGER | DEL TACO | AUGUST 2015-NOVEMBER 2015

- Worked front end cashier and drive thru window while helping manage the floor during peak hours.
- Worked in the kitchen when needed to assist the cooks and help ensure that both the customers and the business needs are met.
- Managed other coworkers and helped translate between kitchen and other Spanish speaking customers.
- Handled customers feedback and concerns to make sure that the customers were happy with the service provided and to make any of the changes necessary to maintain the stores good reputation.

SWEEPER | COPPER HILLS HIGH SCHOOL | MARCH 2015-MAY 2015

- Cleaned out the trashes around the school to make sure that they were clear for the students the next day.
- Vacuumed the classrooms and organized the desks so that the students could come back to a clean learning environment.
- Mopped and cleaned the bathrooms around the school to make sure that they were well maintained throughout the day.
- Went around the school to make sure that the halls were kept clean for the students and to ensure that sanitary conditions were met and that the school was held up to the highest of standards.