ROBERT URQUHART JR.

SENIOR COMPLAINTS COORDINATOR

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PROFESSIONAL OBJECTIVE

An innovative and adaptable professional with a passion for learning, eager to transition into software engineering through the Capital One Developer's Academy training program. Committed to leveraging my analytical skills, problem-solving aptitude, and passion for knowledge to contribute to innovative projects. Dedicated to continuous growth and bringing fresh perspectives to tackle complex technological challenges, aiming to grow into a valuable member of the development team.

EDUCATION

Bachelor's Degree   American Public University | 2023
Business Administration, Information Technology Management

TECHNICAL EXPERIENCE

The Web Developer Bootcamp by Colt Steele   Udemy | www.udemy.com | 2024

A comprehensive online course covering full-stack web development. With over 60 hours of content, beginners are introduced to the world of web development through hands-on projects and exercises. The curriculum includes both front-end and back-end technologies, culminating in building a fully functional web application. Key skillsgained throughout this course:

  • Front-end: HTML5, CSS3, JavaScript, Bootstrap 5, jQuery, responsive design
  • Back-end: Node.js, Express.js, RESTful APIs, MongoDB, Mongoose
  • Full-stack: CRUD operations, user authentication, database management
  • Version Control: Git, GitHub
  • Development Tools: Command line, NPM, Postman
  • Additional Skills: Debugging, web security basics, asynchronous JavaScript, AJAX

PROJECTS

Kind, Not Nice Camp | Full-Stack Web Application   www.kindnotnice.com

HTML | CSS | Javascript | Bootstrap | EJS | Node.js | Express.js | MongoDB | Mongoose | npm | Passport.js

Kind, Not Nice Camp is a full-stack web application developed in Colt Steele's Web Developer Bootcamp. It's a Yelp-like platform for campgrounds, featuring user authentication, CRUD operations, and responsive design. Built with Node.js, Express, MongoDB, and Bootstrap, it provides hands-on experience in creating interactive web applications.

  • Implemented full-stack web application using Node.js, Express, and MongoDB.
  • Developed RESTful API endpoints for CRUD operations on campground and user data.
  • Integrated user authentication and authorization using Passport.js.
  • Created responsive front-end design with Bootstrap and custom CSS.
  • Utilized EJS templating for dynamic content rendering.
  • Implemented image upload and storage functionality using Cloudinary.
  • Gained experience in error handling, input validation, and basic security measures.

Personal Portfolio | Web Application   www.roberturquhartjr.com
HTML | CSS | Javascript

Developed a responsive personal portfolio website to showcase projects and skills. Features include responsive design, project gallery and multiple forms of interactivity.

  • Implemented interactive features including a particle.js background and a modal contact form.
  • Integrated EmailJS for handling contact form submissions without a backend server.
  • Utilized Bootstrap icons and custom CSS for enhanced visual appeal.
  • Incorporated downloadable resume feature and links to additional project details.

For additional projects & project information, please visit github.com/RobertUrquhartJr.

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NON-TECHNICAL EXPERIENCE

Senior Complaints Coordinator Capital One | Chesapeake, VA | 2019-Present

Managing complex escalations from delinquent cardholders, balancing customer advocacy with business objectives while consistently exceeding performance metrics. My role requires utilizing advanced problem-solving skills and in-depth product knowledge to negotiate resolutions, mitigate risks, and deliver exceptional results in a high-pressure collections environment. Driving continuous improvement in complaint handling processes and ensuring regulatory compliance in sensitive financial situations, which led to my selection for a floor supervisor internship within the department in 2019.

Additional Contributions:
- **Member of Change Ambassadors Program (CAP)**, focusing on recognizing areas where processes can be improved and updated. Contributed to over 60 processes being improved to provide more efficient and effective service to our valued customers.
- **Member of TECH Team**, managing on-site digital presence through video production, photography and website mantenance.

Escalated Collections Floor Supervisor (Internship) Capital One | Chesapeake, VA | Nov 2019-May 2020

Supported a team of 15 collections agents, guiding operations and performance in a high-pressure financial environment.

- Provided expert guidance on complex cases beyond standard agent empowerment.
- Led regular team meetings to maintain cohesion and performance.
- Conducted targeted coaching sessions based on call monitoring to improve customer interactions and reduce detractor rates.
- Played a key role in facilitating the company's transition to a work-from-home model during the 2020 pandemic, ensuring continuity of collections processes.

Risk Coordinator Capital One | Chesapeake, VA | 2011-2019

Managing credit risk for delinquent accounts, balancing customer financial health with organizational objectives.

- Conducted extensive outbound collection calls, negotiating tailored financial repayment plans while navigating multiple databases and systems
- Performed account reconciliations and thorough analysis of deductions and chargebacks.
- Recognized as a top performer, winning the ROAR Award three times - twice in the top 5% and once in the top 10% for quarterly performance