

# 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

Business Administration, Information Technology Management

American Public University | 2023

## TECHNICAL EXPERIENCE

### The Web Developer Bootcamp by Colt Steele

Udemy | [www.udemy.com](https://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 skills gained 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](https://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](https://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](https://github.com/RobertUrquhartJr).

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## NON-TECHNICAL EXPERIENCE

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### 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 maintenance.

### 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