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
Business Administration, Information Technology Management   GPA 3.5 | 2023

TECHNICAL EXPERIENCE

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

Acquired practical experience in building responsive web applications, implementing user authentication, managing databases, and developing RESTful APIs. Learned best practices for web security, version control, and code optimization through hands-on projects and exercises. Key skills learned include:

- Front-end: HTML5, CSS3, JavaScript, Bootstrap 5, jQuery, responsive design
- Back-end: Node.js, Express.js, RESTful APIs, MongoDB, Mongoose, MVC architecture
- 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   github.com/RobertUrquhartJr/KNNCamp-Project

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. The application allows users to create a user profile and has login and logout functionality. While logged in a user is able to add, edit and delete campgrounds along with add or delete images. Interactive maps allow users to view the location of campgrounds.

- Developed Mongoose-based CRUD operations for Atlas MongoDB, enabling campground management in the application.
- Utilized Express.js for routing and middleware, implementing authentication checks and post-login redirects functionality.
- Established user authentication with Passport.js and Passport-Local Mongoose, enhancing login and registration security.
- Employed EJS for dynamic content rendering, including data integration, conditional rendering, and form handling.
- Incorporated Cloudinary and Multer for image uploads, storing metadata in MongoDB.
- Implemented Mapbox for interactive campground maps, using GeoJSON for location plotting and clustering.
- Utilized Express Session for maintaining user sessions and Connect-Flash for displaying flash messages, enhancing user experience.
- Implemented comprehensive error handling using try-catch blocks, centralized middleware, and custom error messages
- Deployed on Render with GitHub-based auto-updates, environment variable configuration, and uptime maintenance.

Personal Portfolio | Web Application   github.com/RobertUrquhartJr/RobertUrquhartJrPortfolio
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 an interactive particle.js background and modal contact form, enhancing user engagement and visual appeal.
- Integrated EmailJS for serverless contact form submissions, enabling direct communication without backend infrastructure.
- Utilized CSS flexbox and media queries to create a responsive design, ensuring optimal display across various device sizes.
- Established custom animations and a "scroll to top" feature using JavaScript, improving overall user experience and navigation.
- 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 key 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 .