

ROSS WESTWATER

OBJECTIVE

To secure full time career focused employment.

Employment

UHEAA Collections Call Center Supervisor	Salt Lake City, Utah 2015 - 2021
UHEAA Collections Team Lead	Salt Lake City, Utah 2011 - 2015
UHEAA Collections Assistant I	Salt Lake City, Utah 2010 - 2011
Whole Foods Customer Service/Stocker	Salt Lake City, Utah 2007 - 2008

SKILLS AND QUALIFICATIONS

Leadership

- Directed and monitored educational presentations in the workplace, aiding in general workplace knowledge.
- Analyzed data sets and assisted with policy procurement to create team focus.
- Trained dozens of new employees, adding to the stability and harmony amongst co-workers and successful business practice.
- Displayed an eagerness and willingness to diversify my knowledge base for company benefit and assume responsibility for a variety of tasks.
- Created new methods for agents to work accounts, enabling increased efficacy and productivity.

COMMUNICATION

- Actively and professionally engaged borrowers both over the phone and in person, presenting a positive image of both myself and my employer, thus gaining the trust of the borrower for the benefit of all.
- Conveyed clearly to borrowers various options and how each will affect them, resulting in increased borrower comfort and smoothing borrower/agency relations.
- Created professional custom letters and emails notifying borrowers of various account details, aiding in account resolution.

Teamwork

- Coordinated with various team members through contests to achieve common goals, resulting in increased efficiency.
- Consistently reliable attendance and willingness to assist others with any difficulties.
- Adapted to changing business protocol with ease, aiding in the overall efficiency of company operation.

EDUCATION

University of Utah, College of Humanities
Bachelor of Arts in History
Grade Point Average: 3.616
Dean's List: Spring 2008 - Spring 2010

Salt Lake City, Utah
Graduation: May, 2010