

# Benjamin Eric Holt

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801.876.0480

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<https://www.linkedin.com/in/benjamin-thorulfr-holt/>

Salt Lake City, UT

## Education

### **Master of Arts – Viking and Medieval Norse Studies**

October 2017

*University of Iceland, Reykjavík, Iceland*

- Final Grade: 9.05 (First Class with Distinction)
- Thesis title: *Building Runic Networks – A Digital Investigation of Dialects in the East Norse Runic Corpus*

### **Bachelor of Arts – German Literature**

April 2014

*Brigham Young University, Provo, UT*

- Minor: Scandinavian Studies
- GPA: 3.65 / Major GPA: 3.87 / Minor GPA: 4.00

## Professional Experience

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### **Knowledge Manager**

March 2020 – Present

*Utah Higher Education Assistance Authority, Salt Lake City, Utah, USA*

- Design, plan, and implement comprehensive internal knowledge, procedure, and policy database
- Maintain content health and optimize content usability, findability, and reliability
- Collaborate with org-wide business units to overhaul existing legacy content to meet modern knowledge requirements

### **Translator (German)**

October 2012 – Present

*Chillson Translating Service, Hampstead, MD, USA*

- Read, proofread, and translate technical patent applications from German into English
- Compile and edit translation dictionary and knowledge database to facilitate speed and ease of translation
- Master and utilize a wide variety of knowledge and help resources to ensure high levels of translation accuracy

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## **Asset Management Team Lead**

May 2019 – February 2020

*Utah Higher Education Assistance Authority, Salt Lake City, Utah, USA*

- Liaised between UHEAA and loan guarantors to facilitate loan claims, transfers, returns, and repurchases
- Managed, directed, trained, and assisted a team of asset management agents with a wide variety of responsibilities
- Created, updated, and maintained procedures database to comply with internal requirements and ensure access to and distribution of knowledge
- Collaborated with all business levels and departments to ensure productivity and quality needs are met
- Worked with internal and external compliance teams to both maintain adherence to federal and local regulations and ensure accuracy and precision
- Spearheaded internal team-building, cross-training, and coordination committees

## **Loan and Repayment Services Specialist II**

April 2019 – May 2019, December 2017 – June 2018

*Utah Higher Education Assistance Authority, Salt Lake City, Utah, USA*

- Managed and maintained individual accounts in a diverse portfolio of both commercial and federal student loan contracts
- Mastered and exercised knowledge of educational finance, including payoffs, payment plans, financial assistance and guidance, credit reporting, and loan life calculations

## **Account Manager**

September 2017 – December 2017

*Discover Financial Services, West Valley City, Utah, USA*

- Accepted, processed, and completed financial requests, from interest adjustments and payment disputes to credit line inquiries and authorization reviews
- Managed, resolved, and directed large volumes of incoming communications – typically 80-100 interactions per day
- Engaged customers in a friendly and competent manner to aid financial knowledge, competence, and independence

## **Adjunct Professor (Swedish)**

May 2015 – July 2015

*Brigham Young University, Stockholm, Sweden*

- Created, organized, and employed curriculum for expedited language acquisition
- Taught, assisted, and tutored students in both linguistic and cultural fluency
- Designed and implemented language proficiency examinations

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## Content Editor

*Boostability, Orem, UT, USA*

September 2014 – May 2015

- Optimized articles for web publication
- Edited articles for content, formatting, organization, and accuracy
- Checked web content for originality and plagiarism
- Organized and presented education and training seminars on varied subjects such as creativity and Scandinavian literature

## Language Experience and Qualifications

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- German – Bilingual proficiency; BYU Language Certificate – Professional level; American Council on the Teaching of Foreign Languages Certificates – Writing (Superior level), Oral (Advanced Mid level)
- Swedish – Professional working proficiency (reading, writing, speaking)
- Norwegian – Advanced proficiency (reading), intermediate proficiency (speaking, writing)
- Danish – Advanced proficiency (reading), beginner proficiency (speaking, writing)

## Honors

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- Member of German Honor Society (*Delta Phi Alpha*)
- 2014 Office of Research and Creative Activities Grant
- 2013-2014 Foreign Language Area Studies Fellowship (Swedish)
- 2013-2014 Thomas William Hutchins Tuition Scholarship
- 2013 Bjarnason Travel Stipend (Swedish)
- 2013 Scandinavian Internship Stipend