

## **Jordan VonBorstel**

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### **Profile:**

Dedicated to exceptional customer service and skilled at problem-solving, I offer a strong background in loan documentation, team leadership, and technology management. Experienced in both front-end and back-end technologies like HTML5, CSS3, Python, and JavaScript, I have diverse experience that extends to hardware maintenance and repair. I am keen to leverage my wide-ranging skills in a dynamic team setting.

### **Key Skills:**

- Soft Skills: Effective Collaboration, Clear Communication, Exceptional Organizational Abilities, Problem-Solving and Leadership
- Technical Skills: Python, JavaScript, HTML5, CSS3, MongoDB, SQL, GitHub, Matlab, SPSS, Excel, Microsoft Office

### **Professional Experience:**

#### **Cornerstone Logistics (Amazon Delivery) | Riverside, CA**

##### **Delivery Driver**

*August 2023 - Present*

- Ensured timely and accurate delivery of packages to customers, maintaining a 100% on-time delivery rate.
- Provided exceptional customer service by addressing customer inquiries and resolving delivery issues promptly, achieving a high level of customer satisfaction.

#### **Head Coach 16s, Assistant Coach 18s | NOC Volleyball Club | Anaheim, CA**

*September 2021 - August 2023*

- Raised team win rates by 25% through strategic training and game planning
- Fostered improved team cohesion through a positive team environment
- Increased player preparedness by 30% by organizing effective practices and games

#### **Transaction Coordinator | 321 Mortgage Group, LLC | Upland, CA**

*February 2019 – February 2022*

- Ensured 100% compliance in loan packages, resulting in zero audit issues
- Improved documentation timelines by 20% through effective coordination
- Achieved a 95% customer satisfaction rate in resolving loan documentation issues
- Upheld 100% accuracy in loan application data

**Tournament & League Staff Coordinator | Players Sport & Social | Chicago, IL**  
*May 2019 - March 2020*

- Oversaw successful operations for leagues and tournaments with over 500 participants
- Maintained a 98% customer satisfaction rate as the primary customer service contact
- Streamlined event audits through thorough and accurate documentation

**Level 4 Associate | In-N-Out Burger | Irvine, CA**  
*January 2015 - August 2017*

- Streamlined backroom operations to improve overall efficiency
- Consistently delivered high-quality customer service
- Managed food packaging and distribution with a smile!

**Education:**

**Master of Business Administration - Web Development (In progress, Expected Completion: September 2024) | Westcliff University, Irvine, California**

**Full Stack Coding License (Expected Completion: January 2024) | Westcliff University, Irvine, California**

**Bachelor of Science in Psychology | Roosevelt University, Chicago, Illinois |**  
*September 2018 - April 2020*

- Made the Dean's List in 2019 and 2020
- Member of the 2020 CCAC All-Academic Team
- Served as Men's Volleyball Team Captain for 4 years
- Contributed as a Board member for Studies/Education at Durham University from September 2020 to June 2021

**Externship/Internship: Apex Medical Research (100 Hours)**

- Conducted data analysis, leading to improved patient outcomes
- Assisted in the preparation of research materials, contributing to two publications
- Strictly adhered to all HIPAA guidelines and processes

**Portfolio Link:**

<https://github.com/VonBorstel-J/BankAppPortfolio.git>