**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 (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*