

**Andrew J. Gettz**

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**Expertise:**

**Management \* Customer Service \* Sales \* Collections \* Leadership \* Project Management \* Team-motivation**

**Strengths:**

- Driven team leader.
- Leads by communicating the bigger picture.
- Four years of management, team building, and training.
- Seven years of customer service.
- Excels in analytical situations and research.
- Detailed documentation.
- Maintaining legal and Regulatory Compliance.
- Flexibility and adaptability.
- Proven ability to meet deadlines.

**Relevant skills and Experience:**

November 2017 –

**Sallie Mae, Indianapolis IN.**

Supervisor, Customer Care Contact Center

- Managing 15+ Customer Care Advisors
- Maintains timecards and payroll.
- Maintains yearly and monthly goals for advisors
- Proven track record of achieving team goals.
- Handles high risk customer accounts. Deep diving into a multitude of problems and providing the highest level of customer satisfaction.
- Reviews and maintains compliance results, keep teams up to date on current policies and updates.
- Active member of department and site engagement committees.
- Responsible for the daily coaching and account assistance.
- Leads by example, seeking understand the department issues and then working to proactively manage before becoming an issue.

April 2017 – November 2017

**Sallie Mae, Indianapolis IN.**

Operations Support Team Lead

- Manage customer feedback surveys
  - Research
  - Resolution
  - Ownership
- Provides real time assistance to Department of 50+ specialists
  - Handles escalated calls
  - Expedited research request
  - Conveys bigger picture and departmental communication.

- Analyze trending opportunities.
  - Develops resumption plan
  - Administers applicable coaching and development.
  - Monitors resumption plan and coaching to ensure results.
- Utilizes Work Force Management to monitor, track, and coach on specialist Adherence and KPI metrics.
- Directly coaches 3- 6 individuals
  - Ensure coaching on trending opportunities.
  - Convey bigger picture for career pathing and growth.
  - Ensures productivity is met.

December 2016 – April 2017

**Sallie Mae, Indianapolis, IN.**

Customer Service Specialist

- Utilizes multiple processing systems simultaneously.
- Responds to incoming customer calls.
- Relay best financial practice and trouble shoot customer accounts.
- Maintains 100% to goal and 100% compliance.

September 2013 – December 2016

**Navient Department of Education, Indianapolis, IN.**

Customer Resolution Specialist

- Exceling through fast paced learning, self-evaluation, and knowledge-based materials
- Maintained mentor position; specialized in coaching payments, while exhibiting a high level of autonomy and ability to reproduce results.
- Performs high volume collections. Averaging 328-400 calls daily. Exceeds peer average with 156% payment's taken and 187.5 % programs returned.
- Able to multi- task and excels with Microsoft products.
- Achieved most payments in department for August and September (2014) July, August, and September (2015).

June 2012- August 2013

**JT's Bar and Grill**

Server

- Ensured patrons enjoyed their dining experience
- Worked in the frontend taking orders, serving food and drinks, and removing dinnerware from the table in a timely manner.

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April 2011 – June 2012

**Co-Operator**

Elite Window Cleaning, Indianapolis, IN

- Executed Window, gutter, and deck cleanings
- Increased sales 130% in 2011, while maintaining marketing strategies for potential business.

- Exhibited excellent customer service skills to acquire customer referrals and repeat business.
- Maintained outstanding credentials with BBB and Angie's List.

Yeah

**Education:**

- Attended Ivy Tech Community College for Network Systems Administration.
- Certified Ulysses Learning Service Mentor
- Certified Ulysses Learning Service Mentor Coach