

Benjamin Hillebrand
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Current Address:
327 E. College St. Apt 1723
Iowa City, IA 52240

Permanent Address:
2412 Salem Ct.
Bettendorf, IA 52722

EDUCATION

Kirkwood Community College, Iowa City, IA
Liberal Arts - Associate of Arts (A.A.)

Aug 2013 - May 2014

WORK EXPERIENCE

Quality Assurance Specialist

Texture Media

Jan 2016 - Present

- Audited agent tickets for accuracy and professionalism weekly
- Wrote, edited, and approved pre-written responses for agent's daily use
- Trained new agents

Billing and Customer/ Technical Support

Texture Media/ Mass Markets

Oct 2014 - Present

- Represented Texture via inbound email and phone customer support
- Handled billing escalations and Paypal resolution center inquiries daily
- Assigned various special projects by Executive team in Menlo Park

Office Aide

Kirkwood Community College, Iowa City, IA

Sept 2013 - June 2014

- Answered phone calls and represented Kirkwood in a friendly and helpful manner
- Scheduled meetings daily for students to meet with advisors and administrators
- Assisted students with, and answered questions about, Financial Aid, Registration, and other general issues
- Worked with Administrators, Advisors, and Activities Director to assist when needed to ensure programs ran as smooth and efficient as possible
- Trained on FERPA

Office Aide

Scott Community College, Iowa City, IA

May 2013 - July 2013

- Answered phone calls and scheduled meetings
- Entered confidential student record data into school wide database on a daily basis
- Assisted Dean and Registrar in day to day on campus errands
- Trained on FERPA

Lifeguard/WSI

Splash Landing Aquatic Center, Bettendorf, IA

Summer '10, '11, '12

- Responsible for patron safety and first aid
- Attended weekly meetings/staff in-services
- Taught three sessions per summer of swimming lessons to 3-4 classes of 20-30 students under the age of 5
- First responder to spinal injury accident