

**Benjamin Hillebrand**  
benjamin-hillebrand@gmail.com

Current Address:  
29 Valley Ave. Apt 4  
Iowa City, IA 52246

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

**University of Iowa**, Iowa City, IA  
Geographical and Sustainability Sciences (B.S.)

Aug 2016 - Present

**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