

## FREDERICK K. EPPS

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**Customer Support** As a four time ROAR award recipient I show my passion for customer service and ownership of each customer's experience including comprehensive issue resolution. I am able to self manage and work independently in a fast-paced, constantly changing environment. I also have a knack for researching technical information across multiple tools while actively listening to customers. I continuously display my aptitude for acquiring skills in technical troubleshooting and an eagerness to learn and take on new challenges

### Areas of expertise:

- ▶ Multimedia customer support
- ▶ Problem solving
- ▶ Technical troubleshooting

### Critical skills:

- ▶ Critical thinking and analysis
- ▶ Peer coaching and mentoring
- ▶ Personal project management
- ▶ Preparing effective presentations
- ▶ Effective time management
- ▶ Analytical problem solving

## PROFESSIONAL BACKGROUND

### Capital One, Chester, VA

**2015 – Current**

*An American bank holding company specializing in credit cards, home loans, auto loans, banking and savings products. Capital One was the eighth-largest bank holding company in the United States when ranked by assets and deposits. The bank had 812 branches including 10 café style locations for its Capital One 360 brand and 2,000 ATMs. Capital One Financial was ranked #112 on the Fortune 500, and also conducts business in Canada and the United Kingdom. The company helped pioneer the mass marketing of credit cards in the 1990s, and as of 2003 it was the fourth-largest customer of the United States Postal Service.*

- Managed inbound and outbound collection calls while performing account level research and updating account information and completing appropriate documentation to ensure accurate reporting on accounts.
- Overcame objections that customers have about making payments toward their account(s) and help them to understand their account(s) and responsibilities.
- Helped customers build and retain a strong credit standing and helped Capital One maintain our customers for life by providing exceptional call quality on every call, building on Capital One's brand through great customer service.
- Maintained compliance by adhering to all Federal, State and Capital One Regulations while balancing business intent and our customer's needs to design creative solutions that make our customers lives better and show advocacy to our customers.

### AmeriCorps, Petersburg, VA

**2012 – Contract**

*A civil society program supported by the U.S. federal government, foundations, corporations, and other donors engaging adults in public service work with a goal of "helping others and meeting critical needs in the community." Members commit to full-time or part-time positions offered by a network of nonprofit community organizations and public agencies, to fulfill assignments in the fields of education, public safety, health care, and environmental protection. The program is often seen as a domestic Peace Corps.*

- Took action to seek common ground and persevere through adversity during my commitment to strengthen my community while getting things done and making our people safer, smarter, and healthier
- Worked with the YouthBuild program which focused on leadership development, vocational education, construction, and mentoring youth from 17 to 24 years old.
- Attended courses to obtain OSHA, LEED, First Aid, and forklift operations certifications to better myself and better serve the community.
- Provided Plumbing services to include installation and maintenance on fountains, sinks, showers, tubs, gas and electric heating / cooling, potable water source routing, gray water/sewer water drainage along with landscaping, technological up training, roofing, painting, and bioswale installation.

### United States Marine Corps (R), Virginia Beach, VA

**2010 - 2017**

*A branch of the United States Armed Forces responsible for providing power projection, using the mobility of the United States Navy, by Congressional mandate, to deliver rapidly, combined-arms task forces on land, at sea, and in the air. The U.S. Marine Corps is one of the four armed service branches in the U.S. Department of Defense (DoD) and one of the seven uniformed services of the United States.*

- Completed live and simulated training leading to further MOS qualifications in accordance with NAVMC 3500.43 A, Training and readiness manual (T&R). Facilitated student Data Link Coordinator (DLC), Assistant Controller (AC), and Surveillance Operator (SO) progression by conducting academic classes and guided

instructional periods.

- Set a high example for subordinates in annual training scores, in grade PME completion, conduct on and off duty, and military appearance.
- Assisted SNCO and OIC in executing drill schedule to ensure the completion of all annual, fiscal, and required PME training; supervised and participated in the logistics and operations of tactical air C2 (Command and Control) systems.
- Performed as an Operations NCO (Non Commissioned Officer); account for and developed subordinates using the Marine Corps Mentoring Program; Actively tracked and facilitated improvements in MOS Progression and Marine Corps Common Skills through live and simulated training supervision.

### **Omnicare, Richmond, VA**

**2014 - 2015**

*An American company working in the healthcare industry, established in April 1981 as a spinoff of healthcare businesses from Chemed and W. R. Grace and Company. It is currently a pharmacy specializing in nursing homes.*

- Serviced accounts through listening, engaging and problem solving.
- Provided exceptional call quality on every call.
- Used strong written and verbal communication skills.
- Maintained compliance by adhering to all Federal, State Regulations.

### **CheckSmart, Petersburg, VA**

**2007 - 2009**

*A financial services company founded in 1987 and is based in Dublin, Ohio. Services include title loans, cash advances, MoneyGram, money transfers, money orders, bill payment, insight silver prepaid MasterCard, open-ended credit lines, check cashing, deferred deposits, payroll advances, deferred presentment transactions, consumer loans, small loans, consumer lines of credit, and Western Union services.*

- Processed loan and check cashing transactions with use of phone, computer, reference material. Received and paid out money. Keep records of money and negotiable instruments involved in various transactions. Provided exceptional service to customers. Created a positive, respectful, friendly environment among peers, superiors and customers. Collected debt via phone and receive checks and cash, verify amounts, and check accuracy of transactions.
- Explained, promoted, and sold products and services such as loans, check cashing service, money orders, wire services and prepaid cards, using computerized information about customers to tailor recommendations.
- Developed and Maintained professional relationships with customers. Provided an atmosphere of respect, courtesy and friendliness.
- Examined checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
- Cashed checks and paid out money after verifying that signatures are correct, that written and numerical amounts agree, that accounts have sufficient funds and recourse had been established.

## **EDUCATION**

Tidewater Community College  
Marine Corps Air Ground Combat Center  
John Tyler Community College