

Jordan Roberts

Work Experience

Fat Cats of Salt Lake

Salt Lake City, UT

Dec. 2010 - Feb. 2013

Shift Manager

- Ensure proper operation to provide customer satisfaction.
- Train staff in correct policies and procedures.
- Demonstrates knowledge of the operation of restaurant.
- Resolve issues that arise with customers in the most effective and efficient manner.
- Balance tills using Excel at end of day.

America First Credit Union

South Jordan, UT

Feb. 2013 - Aug. 2014

Teller

- Assumes responsibility for the efficient, effective, and accurate performance of member transactions.
- Assumes responsibility for the effective and professional performance of member service functions.
- Assumes responsibility for establishing and maintaining effective coordination and working relationships with area personnel and with management.
- Answers questions and solves problems for members by listening to problems, collecting data, securing answers, and reporting results to the inquiring party.
- Responds to inquiries and questions of members and directs them as necessary.

Willis Towers Watson Via
Benefits

South Jordan, UT

Aug. 2014 – Current

Customer Service Representative

- Use a consultative approach to listen, assess, and resolve the retirees needs and questions with carriers, clients, and third-party administrators
- Effectively, and empathetically communicate over the phone
- Use problem solving skills to identify root causes and issues of inquiries, and provide feedback and resolutions

Email Customer Service Representative

- Use an analytical approach to review, assess, and resolve the retirees needs and questions with carriers, clients, and third-party administrators
- Effectively, and empathetically communicate over email and phone
- Use problem solving skills to identify root causes and issues of inquiries, and provide feedback and resolutions

InfoSource Level 1 Chat Analyst

- Use an analytical approach to review, assess, and resolve Customer Service phone representative needs and questions
- Effectively communicate over multiple chats at one time
- Use problem solving skills to identify root causes and issues of inquiries, and provide feedback and resolutions

Knowledge Management Product Owner

- Use an analytical approach to review, assess, and resolve company needs and questions
 - Effectively communicate over email to internal teams and phone representatives
 - Use problem solving skills to identify root causes and issues of inquiries, and provide feedback and resolutions
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Education

2005-2008	Bingham High School	South Jordan, UT
Jan. 2011-Dec 2017	Salt Lake Community College	Taylorsville, UT
	General Studies	

Skills

- HTML
 - CSS
 - JavaScript
 - SQL
 - React
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