Jeremy Yochum

2710 Lakewood Dr.
Augusta, GA 30904

jyochum391@yahoo.com
www.linkedin.com/in/jeremy-yochum/
(706) 941-2250

EDUCATION

Team Treehouse

Front-End Web Development Techdegree   September 2023

Studied and applied core web development principles using HTML, CSS, and JavaScript to build clean, responsive, and mobile-first websites. Developed strong version control practices with Git and created professional design prototypes using Figma. Gained hands-on experience integrating APIs to connect dynamic webpages with databases, showcasing both technical ability and market-ready skills.

Aiken Technical College

Associate Degree in Applied Science, Major in Computer Programming   May 2018
Honors: Dean's List

Gain comprehensive knowledge of computer programming styles and algorithm structures. Learn principles of Object-Oriented Programming and web development/software development. Learn networking concepts and techniques to solve real-world problems. Acquire the skills necessary to succeed in a professional, fast-paced work environment.

EXPERIENCE

Loyalty Expert
2025-Present
T-Mobile

- **Deliver exceptional retention support** by providing high-touch, personalized service to customers considering switching to a competitor—ensuring they feel valued and confident in staying.
- **Proactively identify and implement alternative solutions** to address customer concerns, effectively reducing churn and minimizing service cancellations.
- **Establish meaningful connections with new and existing customers**, reinforcing the value of their loyalty and elevating their overall brand experience.
- **Leverage targeted promotions and current campaign offerings** to create tailored incentives that align with customer needs and drive retention.
- **Restore trust and rebuild relationships** with customers who have experienced service challenges, turning negative interactions into opportunities for long-term loyalty.

Technical Care Expert / Account Care Expert
2022-2025
T-Mobile

- **Collaborate effectively with team members** to troubleshoot and resolve complex technical and account-related issues, ensuring a seamless customer experience.
- **Earned the #1 Expert Overall Award in Georgia**, recognized for exceptional first-call resolution rates and top-tier productivity metrics.
- **Consistently ranked in the top 20% of experts nationwide**, demonstrating sustained excellence in performance, customer satisfaction, and operational efficiency.
- **Utilize advanced tools and thorough documentation** to quickly diagnose and resolve root causes of technical issues, delivering accurate and confident solutions under pressure.