

John C. Ripplinger	Contact Tel : 801-573-2524 e-mail : johnrip89@gmail.com
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Key Skills I'm a highly skilled and energetic business manager. I graduated with my Bachelor's in Business and Marketing at Utah State University. I'm fluent in Japanese and a certified Eagle Scout. I have over three years of business management and customer service experience with a strong desire to learn more. I work hard to produce results, accomplish the task at hand, and always deliver great service.	
Education <ul style="list-style-type: none"> Jan 2019 to present Bachelor's degree in Database Administration Western Governor's University April 2021 to May 2021 Basic Coding – Web Development Dev Mountain Bootcamp Aug 2011 to May 2014 Bachelor's degree in Marketing Utah State University, Logan, Utah Aug 2010 to Aug 2011 Associate's degree in General Education Salt Lake Community College, SLC, Utah 	
Related Experience <div> Enerbank USA May 2015 to present Customer Relations Coordinator (4 years) File and investigate customer formal complaints submitted by mail, online, or phone for assigned Program Sponsors. Create effective communication between the bank, homeowner, and contractor to resolve a variety of concerns and issues with the home improvement project that we helped finance. Weekly meetings to report on current complaints with management. Respond to customer credit disputes and requests for validation of debt. <ul style="list-style-type: none"> Consistently meet deadlines and stay on top of projects. Frequently resolve difficult complaints where a simple resolution is not common. </div> <div> Senior Lender Admin (2 years) Managed a small team of the Lending Admins. I scheduled daily and monthly tasks for each team member. Took inbound/outbound calls, supervisor phone calls, reviewed and processed loan applications and invoices. I reviewed, rewrote, and created policies for the bank. <ul style="list-style-type: none"> Maintained a strong understanding of company's policies and products/services. Achieved and maintained an over 90% average accuracy. Frequently awarded as an extraordinary lender of the month. </div>	

**Zupas Cafe
2015**

May 2014 to March

(AGM) Culinary Manager

Delivered exceptional service with a smile. Managed all orders, invoices, inventory, and costs/expenses. Hired, managed, and trained staff. Attended monthly corporate meetings and conducted daily store meetings. Worked 12 hour shifts several times a week and reach overtime every week.

- Avoided customer dissatisfaction by quickly resolving problems and giving great customer service.
- Managed and trained kitchen staff to achieve corporate goals each month.

**HCNU Hospice Care in Northern Utah
August 2013**

May 2013 to

Marketing Intern

- Planned special events and performed presentations.
- Helped revamp their website and reengineered pamphlets, billboards, and other forms of advertisement.
- Attended weekly marketing meetings.