

## Contact

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(LinkedIn)

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## Top Skills

Customer Satisfaction

Leadership

Process Improvement

# Jonathan Tucker

Aspiring Software Developer

Dallas-Fort Worth Metroplex

## Summary

“Do what you have to do until you can do what you want to do.” –  
Oprah Winfrey

My goal is to increase and strengthen my knowledge, skills, and abilities to reach my potential as a future Software Developer and leverage those talents to contribute to an organization's growth and success. A natural problem solver, I am continuously in the pursuit of self-improvement and intrinsically interested in the area I am working with a data-driven mindset yet willing to remain open-minded to new ideas and concepts judiciously.

I look forward to applying my previous work experience in business to a new career in tech.

### Problem Solver:

Logic, patience, communication, and attention to detail are my underlying strengths. I have a knack for not panicking in the face of complexity. I break problems down into manageable chunks and tackle them with the tools at my disposal.

### Things I'm into:

Planning, building structures, thinking in systems, puzzles, adapting to change, and learning new technologies.

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## Experience

Aetna, a CVS Health Company

6 years 3 months

Quality Assurance Specialist

October 2017 - Present (3 years 2 months)

Dallas/Fort Worth Area

Coaches customer service staff on work procedures including but not limited to proper call handling and maintaining call quality standards; Provides on-going feedback and acts as subject matter expert in addressing procedural issues.

Conducts audits ensuring compliance with performance standards and superior outcomes (e.g., quality, accuracy and timeliness); Performs mandatory call monitoring utilizing available software/hardware applications promoting “reinforcement coaching” for staff.

Identifies developing trends impacting service levels and proactively partners with appropriate parties to recommend process enhancements or solutions to avoid potential service delivery problems (e.g., quality increasing management controls, tightening procedures or addressing training needs, etc.)

Reports on performance results and may provide support to supervisors in the development of action plans for staff and unit effectiveness; If required, provides training to call center staff in support of these efforts

Monitors the participation and completion of Web-based training for call center staff and completes appropriate follow-up with supervisors through local quality reviews and effective time management of call activity, works to improve the rate of first call response Provides technical and subject matter expertise relative to policies, procedures, and customer service applications/systems tools

### Health Concierge

September 2014 - October 2017 (3 years 2 months)

Dallas/Fort Worth Area

Jonathan increased member satisfaction, retention, and growth by efficiently delivering competitive services to members and providers through a fully integrated organization staffed by knowledgeable, customer-focused professionals supported by exemplary technologies and processes.

He provided targeted, personalized service based on a holistic view of the member, benefits, health information, and engagement: handled customer service inquiries and problems via telephone, internet, web-chat, or written correspondence. Engaged, consulted and educated members by delivering individualized programs based upon the member's unique needs and preferences. Jonathan also utilized resources to assist customers

in understanding components of the Aetna products, including claims, accumulators, usage and balances, and cost-sharing.

Jonathan's daily tasks involved answering questions and resolves issues as a "single-point-of-contact" based on phone calls, plan sponsors, members, and providers. He provided customized interaction based on customer preference and individualized needs.

Jonathan also educated and assisted customers on various elements of benefit plan information and available services created to enhance the overall customer service experience with the company. The actions were don't all the while utilizing all relevant information to influence member engagement effectively.

### Citibank

Client First Resolution Specialist - Collections Representative -  
Customer Service in Collections

March 2014 - September 2014 (7 months)

Irving, Texas

I accomplished the top 10 collector status while simultaneously increasing accuracy with excellent time and attendance. He consistently challenged himself to go one better for clients and raise the bar for excellence in customer service.

The following is a brief overview of all relates duties:

- Negotiate payment plans to resolve delinquencies of all stages with cardholders.
- Help a client avoid credit damage/bankruptcy
- Educate clients on how to rebuild their credit and maintain a healthy credit score
- Use a computerized system for tracking, information gathering, and troubleshooting
- Support team in achieving their monthly repayment and service targets
- Take part in career development and skills training sessions
- Coach and mentor new hires on how to best deliver on the highest standards of customer service
- Interpret policy and procedure and utilize decision-making skills to resolve agent and customer problems

### CUNA Mutual Group

## Staff Underwriting Specialist

March 2012 - March 2014 (2 years 1 month)

Fort Worth, Texas

I assisted with developing underwriting policy and guidelines for their Credit Union Protection line. He also worked with risk management and line underwriting to ensure understanding of and compliance with all relevant underwriting levels of authority, policies, and tools of their line.

As a Staff Underwriting Specialist, I had driven underwriting excellence culture within our team, while simultaneously driving underwriting projects forward and assist with training to promote underwriting excellence. I worked with line underwriting to ensure metrics alignment with business objectives for their line.

Worked with Product Management to set underwriting authorities for Line Underwriters.

Accountable for maintaining coverage(s) and policy forms that maintain customer satisfaction, profitability and pricing objectives for their line. Annually researches, develops and files new coverages.

Participated in association and bureaus. Identifies emerging trends for their line and develops strategies to manage risks.

Provided education and training to CUNA Mutual Group and credit unions.

## AAA Texas

Direct Sales Agent

October 2006 - March 2012 (5 years 6 months)

Irving, Texas

Consultative sales, service experience, and strong closing abilities. Combined experience in the following industries preferred; finance, marketing, mortgage, banking, and advertising. Stable job history. Excellent customer follow-up. Have a professional presence in person and over the phone. Competitive, self-driven, goal oriented, and tenacious. Quick learner, computer savvy. A commitment to maintaining superior member relationships. Licensed Texas fire and casualty broker/agent.

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## Education

Treehouse

Front End Web Development Techdegree · (2020 - 2021)

Ashford University

Master of Information Systems Management, Business Intelligence  
Specialization · (2019 - 2020)

Amberton University

Bachelor of Science, Applied Studies in Management  
Technology · (2004 - 2006)