



# MATTHEW AYRTON

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## SUMMARY

- 14+ years Customer Service industry (banking, loan processing, collections)
- 9+ years external and internal relations (team management, coaching and supervisor assistance)
- Skilled communicator and problem solver

## SKILLS

- Microsoft Office, multi-line phone system and dialer, Avaya, Select CE, Accurant skip trace, CIV, CCM, CAP, HOGAN, Adobe, Illustrator, InDesign, ability to set-up computers, phone systems, fax machines, software, modems/routers (small scale office set-up)
- Adobe
- Avaya
- Banking
- Cable
- Computer applications
- Credit
- Client
- Clients
- Customer service
- Database
- Fax machines
- Filing
- Finance
- HOGAN
- Home office
- Illustrator
- InDesign
- Law enforcement
- Microsoft Office
- Microsoft suite
- Office
- Works
- Modems
- Phone system
- Phone systems
- Policies
- Processes
- Purchasing
- Routers
- Sales
- Scientific
- Strategic
- Tech support
- Phones
- Phone
- Demonstration skills
- Call center strategy

## EXPERIENCE

**Research & Remediation Associate II** / Wells Fargo - Salt Lake City, Utah

07/2016 - 09/2018

- Assisted manager by implementing new policies and training entire team on latest procedures.
- Delivered exemplary customer service and support by remaining poised in most stressful situations.
- Answered incoming phone calls and directed callers to appropriate departments and personnel.
- Responded to customer messages, delivered accurate information and offered assistance in solving highly difficult, dynamic and complex issues.
- Created and maintained spreadsheets and databases to detailed files and data gathering.

**Financial Crimes Specialist LI / Wells Fargo Bank - Salt Lake City, UT***04/2014 - 07/2016*

- Customer service in assisting clients with online fraud prevention and maintaining existing and filing new claims through online banking channels.
- Maintain a working knowledge of current Wells Fargo policy and procedures regarding online banking and fraud prevention.
- Working with other Wells Fargo departments, law enforcement and other crime prevention agencies to prevent fraud through online banking channels.

**Lending Services Representative II / Salt Lake City, UT***04/2013 - 04/2014*

- Manages subprime mortgages with 40-50 client calls per day, assisting with payments, modifications and/or short sales.
- Works with clients on finance management.
- Manages and additional 175+ client accounts finding solutions and/or modifying or liquidating accounts.
- Works through details on foreclosure processes and paperwork.
- Maintains working knowledge of Select Portfolios policies and procedures, changing federal regulations and state codes and laws.

**Collections Rep II / Business Group, Comcast Cable/Xfinity - Sandy, UT***02/2011 - 04/2013*

- Managed 100-150 calls per day in Business Group Collections.
- Worked with customers to update account and process payments on delinquent accounts.
- Application of Comcast Policies & Procedures.
- Extensive use of computer applications including Microsoft suite, dialer system, phone system.
- Frequently helped set-up work space (computers, phones, database) with employees due to moving office space.
- Tech support during calls, helped with internet, phone and cable set-up.

**Distributor Care Representative / MonaVie - South Jordan, UT***11/2007 - 10/2010*

- Maintained customer accounts by helping them to grow their personal business.
- Worked with them on their down line, purchasing product, strategic moves and placement in their organization.
- Exceptional knowledge of the product line, ingredients, daily usage and scientific application.
- Set up office space and home office space for self and other employees.

**Bank Representative, Loan Collector / Zions Bank - West Valley City, UT***01/2005 - 11/2007*

- Collected payments on credit cards, credit lines, home mortgages.
- Maintained client accounts and helped to work through issues that arose with their finances (including help with late fees, finances charges, interests increases).
- Managed multi-line phone dialer system, processed account download, start and stop campaigns for Loan Team.
- Helped customers use online banking system, worked through log-in issues.

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**EDUCATION AND TRAINING**

University of Utah - Salt Lake City, UT

*Expected in 02/2020***Certificate** : Coding Bootcamp

Unaka High School - Salt Lake City, UT

*06/2019***Bachelor of Science**: Political Science W/ Emphasis in Public Policy

University of Utah Salt Lake Community College - Salt Lake City

*06/2017***Associate of Science**: General Studies

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## WEBSITES, PORTFOLIOS, PROFILES

- <https://www.linkedin.com/feed/>
- <https://github.com/mayrton1>