

# JOSHUA HOWLAND

Business Administration Student, Striving for excellence in practice

541.248.7155 | joshua.howland7@t-mobile.com

## CAREER GOAL

My goal is to become the CEO of T-Mobile and continue to build upon the amazing foundation John has already set up. I want to continue building a company culture that focuses on the representative and not the number itself and to learn as much as possible along the way.

## STRENGTHS

Clear communication | Flexibility in my scheduling | Love for my job and company | High level of personal drive | Willing to continue education outside of work | Prior experience teaching | Prior experience managing A/V systems and people in theater

## MOST PROUD OF

Building a tool for calculating out incentive manually by self-teaching myself Visual Basic between calls at Assurant | Teaching theater and forensics workshops to high school level students on a volunteer basis | Current 3.95 GPA

## EXPERIENCE

**TEX/RETENTION/TECH • T-MOBILE • 2015 TO CURRENT**  
Supporting | Sharing best practices | Deescalating customers | Metric-Based performance | Handling advanced customer issues | Providing feedback to other teammates | Driving performance | Filling in for other leadership members | Filling in for tech | Troubleshooting | Auditing and building tools

**TEAM LEAD / VARIOUS • ASSURANT • 2013 TO 2015**  
Driving performance | Working with advanced issues | Troubleshooting | Handling Workforce (scheduling) related issues | Handling HR based issues with other representatives | Escalated calls and questions | Career building

## KEY ACHIEVEMENTS

**DATE – JULY/AUGUST 2017**  
Moving Cg's Add-A-Line's from 5 for the last productive week in July to averaging over 5 per day after coaching each representative one on one.

**DATE – JUNE/JULY/AUGUST 2017**  
Built a tool that improved FCR auditing speed, worked with members of leadership to use this to create an effective data spread that allowed us to more effectively coach to FCR trends by auditing 160+ calls a month myself.

## DEVELOPMENT PHILOSOPHY

I'm a strong believer in growth mindset and applying that towards anything I work on. This means I have no problem working with people outside of my department, my scope, or my usual positional boundaries if it means it'll help the business. I have a strong belief in ongoing education and learning.

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