**Thibault Faouz**

(803)-554-1238

thibaultfaouz@gmail.com

**Professional Summary**

* Thibault Faouz is a young professional seeking a position in technology where he can utilize his skills in technical support, web development, and customer service.
* He has excellent communication and multi-tasking skills.
* Experience managing large workload effectively and diligently.
* Experience aiding higher education institutions in the recovery of education-related receivables.
* Excellent accountability and sense of urgency with all work.
* Highly energetic attitude towards competition, goals, and teamwork.
* Currently enrolled in UNCC’s Full Stack Web Development Bootcamp.

**TECHNICAL SUMMARY**

|  |  |
| --- | --- |
| **Software Systems** | Accurint, Dm10, TLOxp, CBC, Jacada, Adobe fill and sign, JIRA |
| **Microsoft Office** | Word, Excel, PowerPoint, Outlook |
| **Operating System** | Windows, Mac, |
| **Web Tools** | JavaScript, HTML, CSS, JQuery, Bootstrap, APIs, AJAX, JSON, Firebase, React.js, Node.js, Express.js, MVC, ORM, C#, GitHub, Git, Heroku |
| **Databases** | MySQL, MongoDB |

**PROFESSIONAL EXPERIENCE:**

**Williams and Fudge**, Rock Hill, SC (April 2017- February 2019)

**IT Intern**

* Implemented Adobe text tags in a word document to make signable pdfs..
* Created flows and manipulated them in Jacada.
* Worked with Html and CSS in Jacada to shape the program.
* Data Entry between multiple systems.
* Created scripts for collectors to follow.
* Maintained multiple projects at once.
* Finished projects with short deadlines.

**Account Representative**

* Provide service to higher education institutions by contacting individuals who are in delinquent status and influencing them to make payments to reduce debt.
* Experience handling debt types such as; Perkins Loans, tuition, campus-based institutional loans, Health Profession and Nursing loans, private education loans, and other miscellaneous receivables such as parking, room, board, and library fines.
* Responsible for managing over 600 accounts and keeping them compliant.
* Utilize the software systems TLOxp, CBC, and Accurint daily to recover missing consumer information.
* Responsible for meeting monthly individual and team goals.
* Assist colleges and universities in reaching and retaining low default rates for all campus based federal and private loan programs.
* Completion of comprehensive training that includes compliance, regulatory and applicable collection laws in all states in which Williams and Fudge provides their services.
* Responsible for maintaining compliance in regards to industry standards, legal standards and client specifications.
* Experience working with 3rd parties on loan delinquent statuses.
* Respectfully and professionally deal with all consumer interactions.
* Communicate and resolve unforeseen issues with consumers.
* Responsible for building own books and maintaining monthly payments.

**Aaron’s**, Wilmington, NC (July 2016-March 2017)

**Product Technician/Customer Accounts Manager**

* Assisted customers in following lease agreement by contacting via phone or in person.
* Supported over 1,000 customer accounts.
* Coached customers on the benefits of timely payments.
* Managed collection process.
* Was responsible for delivery and transport of merchandise directly to customer property when requested.
* Performed service calls on merchandise and assisted in returns.
* Built strong relationships with customers for ongoing success.
* Assisted in staging showroom floor and maintaining stores warehouse.

**Securitas,** Wilmington, NC (2016)

**Security Officer**

**Food Lion,** Wilmington, NC

**Sales Associate**

**Heaton Lewis LLC,** Wilmington, NC

**Web Administrator**

**EDUCATION AND CERTIFICATES**

University of North Carolina Charlotte

Web Development Bootcamp (completion in June 2019)

Brunswick Community College

Associates of Arts

Cape Fear Community College

Basic Law Enforcement Training Certificate