

Peter Franklin Johnson

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Work Experience:

Informa – Boulder, CO

(Contract Job through Addison Group)

Expo West 2020

(January 2020 to March 2020)

Customer Service Specialist

- Acted as reviewer of applicants for admission to conference
- Researched qualifications and lack of qualifications for all applicants to see if they could be admitted as their claimed category
- Researched refund requests and Accounting records on behalf of customers
- Reviewed up to 100 applicants per day in 8 specific categories
- Resolved customer inquiries and complaints in both “trouble ticket” email and instant chat formats

Key Accomplishment: Helped manage and did damage control for Expo West 2020 postponement due to coronavirus pandemic.

FreeWave Technologies – Boulder, CO

Electronics hardware manufacturer

(October 2016 – June 2019)

Orders Administrator

- Acted as interface between customers and manufacturing/shipping
- Reviewed and processed complex bills of materials with high attention to detail
- Addressed customer billing and credit issues
- Enforced ITAR/export regulations in accordance with federal law
- Developed strong working relationships with external purchasing departments
- Worked part-time in manufacturing when required to meet customer deadlines
- Processed product returns for warranty related issues

Key Accomplishment: Served as project officer for migration of 20yr old ERP system to cloud based system. Migration was completed ahead of schedule with minimal disruption to manufacturing and shipping operations

Robert Half International – Boulder, CO

Consulting & Staffing firm

(May 2016 – October 2016)

Contract position for Pharmerica Census Project

- Created documentation for legacy AS400 software platform
- Conducted research on pharmaceutical payment hierarchies
- Used census and research projects to streamline pharmaceutical network
- Documented detailed processes
- Manually updated hundreds of payment records with high level of accuracy

Concentrix Inc. – Boulder, CO

Mobile video contract for TurboTax
(December 2015 - April 2016)

Contract customer service position for tax season

- Assisted tax clients via new mobile video platform
- Answered basic tax questions
- Provided customer support for technical issues with TurboTax platform

Urban Lending Solutions – Broomfield, CO

Subsidiary of Bank of America
(March 2012 - February 2015)

Customer Advocate for Home Loan Borrowers

- Assisted mortgage clients with loan modifications, resolutions and foreclosures
- Negotiated and created resolution agreements for delinquent payments
- Ensured agreements were set within strict adherence to federal lending laws
- Conducted research on payment and credit histories
- Conducted audits of loan modifications

Key Accomplishment: Assisted hundreds of families in retaining home ownership despite difficult financial/personal circumstances

Highline Capital Corp. – Boulder, CO

Financial Services
(August 2007 to December 2011)

Portfolio Administrator

- Created lease contracts for unusual items that had never been leased before
- Developed payment structures that helped the company exceed revenue goals
- Conducted title work and UCC filing
- Assisted legal, accounting and transportation departments with information requests

Key Accomplishment: Employee of the Year 2009 for outstanding contributions to company workflow processes and revenue goals

Skills & other Experience:

Software Proficiencies: SalesForce, Spectrum, Spectrum Lender Advantage, Zeus, Excel, Word, Infolease, and Rapport a. AS400, LAMP & Homesaver

Finance: Loan closing, bank lending law, loan modification and mortgage lending

Publications: Fortean Times, Film Threat, Psychotronic Review, William and Mary Review, STRANGE Magazine, Boulder Weekly, Colorado Daily, Longmont Weekly, Denver Women's Press Club Contest (3rd Place). Letters to The Editor: Multiple publications in The Boulder Daily Camera, The Denver Post, Wall Street Journal, Westword, Colorado Daily, Boulder Daily Camera, and Rocky Mountain News.

Education:

B.A. In Anthropology
College of William and Mary

References available upon request / Complete job history available upon request