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OBJECTIVE:

To become associated with a progressive, growth oriented organization, where a strong background in business would be an asset. Position should offer a career opportunity and advancement potential.

SUMMARY OF QUALIFICATIONS:

Successful business background with skills and experience including:

- Establishing and maintaining effective customer relations, in assessing needs and developing new and repeat business.
- Organizing, and coordinating workflow; experienced in supervision and training of staff.

PROFESSIONAL STRENGTHS:

Ability to deal tactfully and effectively with a wide range of people at all levels.

- Capable of making reasonable and timely decisions.
- Excellent time management skills.
- Maintain excellent professional attitude and objectives.

EDUCATION:

Diploma
Westminster High School, Westminster, CO

Diploma
Teller Training Institute, Denver CO

Major: Business:

Colorado State University-Fort Collins, CO

12/18 – to Present Izzios's Bakery

Count, package, and confirm all Izzio's delivery routes for the day.

Labor Worker – **Labor Ready**

10/18 – 11/18

- Report for daily assignments at 5:30am Monday – Saturday

Collections Agent – **Linebarger, Goggan, Blair and Sampson/SNI Companies**
07/18 – 09/18

- Inform debtors of the debt in Collections and analyze any and all options for re-payment.
- Adhere to all metrics of calling procedure, ACW, length of call, “one call resolution.”
- Achieve monthly collection goals for bonus.

Merchant Technical Support – **TSYS**
05/2017 – 06/2018

- Diagnose, analyze, and determine the best course of action for the support of Merchant credit card terminal operations.
- Answer all questions Merchants may have about the status of accounts and any pending issues.
- Build, modify, and download files into new and existing terminals to assist Sales representatives.

Customer Service Specialist – **Reed Group**
07/16 – 02/2017

- Educate employees of clients on how to manage and understand new and existing claims.
- Advise claimants on the types of leaves approved by the employer.
- Effectively resolve issues that employees may have regarding new and existing claims.

Concierge Representative, CRM Support, Collections Agent – **Bank of America/Urban Lending Solutions**
09/14 – 01/16

- Assess and determine the needs of borrowers with loan delinquencies, which may include repayment plans, modifications, and foreclosure alternatives.
- Maintain closing rates of 90% or higher and acceptable call handling times.
- Determine the best course of action for the borrower if unable to resolve the issue by contacting other departments and Customer Relationship Manager for resolution.

Customer Service Representative – **Trugreen**
05/14 – 09/14

- Outbound contact with existing and new customers regarding seasonal programs.
- Achieving established shiftily sales goals.
- Maintaining a 95% call rate.

Customer Service Representative – **Kelly/Celestial Seasonings**
12/13 – 03/14

- Inbound customer support regarding processes, products, and ingredients.
- Processing emails in a timely manner.
- Maintaining a 95% call rate.

Customer Service Representative – **Aspen Media Marketing**

05/13 – 10/13

- Completing qualified respondent's surveys.
- Maintaining 95% call rate.
- Achieving shift target percentages.

Operator – **Remedy/Advanced Forming Technology**

12/12 – 02/13

- Lead Supervisor Trainer.
- Certified in Cobalt Chrome, Hastalloy, Titanium, and Magnesium Alloys.
- Certified all maintenance and cleaning of all injection machines.

Operator – **Aerotech / Abound Solar, Longmont, CO**

11/10 - 11/12

- Certified in cells 27, and 50 and RA.
- Trained in P3, cell 5, Overspray and med glass.
- PPE certified, electric pallet jack licensed.

Technical Support Advisor – **Career Connections / IBM Boulder, CO**

08/10 – 11/10

- Technical support.
- Inbound technical support for Best Buy retail and computer systems.
- Reimaging, certification, and expedition of service tickets.

Personal Banker – **US Bank – Denver, CO**

11/08 – 01/10

- Supervision, training and development of customer service team staff.
- Top 10 Banker 2009.
- IRA / HSA Trained.
Loan /Lease Trained.

Account Advisor – **Corporate Express – Aurora, CO**

06/05 – 08/08

- Account advisor for South Florida region.
- Account maintenance and product identification.
- Resolving service and product issues for customer satisfaction.

Call Representative – **Manpower – Denver, CO**

11/04 – 06/05

- Janus Mutual Funds call center.
- Account maintenance and financial transactions.
- Assessing sales opportunities and delegation to proper specialist.

Technical Experience

Microsoft Windows

Microsoft Word

Microsoft Excel

Microsoft Outlook

Typing 35 wpm

Tops

Multi Line Phone System

Internet

Siebel

AS 400

Citrix

Salesforce