

Thomas D. Wyninger
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Available to WFH: Yes
Has Internet Connection

Summary

- I am a dedicated and results driven customer service representative that is motivated to maintain customer satisfaction and contribute to company success. I look to acquire a job that enables me to use my talent and skills as well as contribute to the organizations goals and which would provide excellent opportunities for career development and personal growth. My small business only accounts for a small part of my weekly schedule, giving me time to devote to a full time position.

Skill Highlights

- Strong organizational skills, Active listening skills, seasoned in conflict resolution, sharp problem solver, courteous demeanour, energetic work attitude, telephone inquiry specialist, customer service expert, adaptive team player, expert organizational skill, computer proficient, sales specialist, ability to develop relationships with customers. Proficient in Unreal Engine, Adobe Creative Suite (Premiere, After Effects, Photoshop), Pro Tools, Logic, Microsoft Word, Excel & Powerpoint.

Work Experience

Owner & Operator

2017 - Now

Golden Coast Films

- Create audio visual content for small business, real estate & the arts.
- Asses pricing for each job individually based on the projects needs
- Google & Facebook Ads proficient
- Create and implement campaigns for small business based on budget and target audience
- Drone operator
- 3D Animation artist proficient in Unreal Engine, Adobe Creative Suite, Pro Tools, Logic & more

Account Representative (Collections)

Nov 2012 – Jan

2020

Senex Services

- Met or exceeded monthly collection goals
- Designed repayment programs per each individual debtor's financial situation
- Confirmed demographics of debtors
- Adhered by FCRA, HIPAA, FDCPA & FCC regulations
- Advised debtors of their rights to dispute or request validation of debt

- Responded to credit bureau disputes via E-Oscar System
- Sent customer payment receipts
- Facilitated dispute and request of debt validation letters
- Processed payments on debtor accounts
- Worked with Insurance Companies/Lawyers to consolidate debt

Student Loan Default Representative
2011

Oct 2008 - Nov

Sallie Mae - Muncie, IN

- Prevent default loans with existing customer loan accounts
- Recommended different forms of payment and government assisted programs
- Adapted to uncomfortable/hostile customer phone conversations
- Ensured customer satisfaction upon the completion of calls
- Resolved delinquent accounts
- Communicated all issues/complaints to appropriate supervisors
- Executed outbound calls to existing customer base resulting in decrease default percentages
- Guaranteed positive customer experiences
- Invited customers to call in for assistance
- Worked as a team player
- Developed highly empathetic client relationships and earned reputations for exceeding goals

Education

- BS in Small Business Ownership, Kaplan University 2014
- High School Diploma, Pilgrim Holiness Academy - Muncie, IN 2008

Skills

- Team Player
- Customer Service
- Energetic
- Organizational Skills
- Problem Solver
- Call Center
- Collections
- Billing
- Communications
- Excel