

Robert Smith

Student Loan Counselor II

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Management,
Organizing.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

PERSONAL STATEMENT

To apply professional, precise and analytical skills within any Student Loan Counselor position acquire. Looking for an entry level Student Loan Counselor position within company with opportunity to grow.

WORK EXPERIENCE

Student Loan Counselor II

Missouri Of Higher Education MOHELA - September 2014 - 2020

Responsibilities:

- Efficiently and accurately handles borrowers inquiries regarding their student loans and make appropriate changes to account while establishing a personalized repayment plan within policies and Federal State Regulations.
- Ensures the efficient and accurate handling of inbound and outbound calls in a blended highly productive call center environment while meeting quality assurance and key performance expectations.
- Ensures the highest level of privacy and security in order to protect our customers business partners and MOHELA while providing exceptional customer service.
- Accurately researches and analyzes complex account situations to make decisions in which to provide appropriate resolution.
- Responds to inquiries to include A strong knowledge base of company processes and procedures A comprehensive understanding of systems process a in order to explain confidently and accurately all account activity.
- Manages difficult or emotional customer situations, Responds promptly to customer needs and solicits customer feedback to improve service.
- Shows respect and sensitivity for cultural differences.

Student Loan Counselor

Delta Corporation - 2012 - 2014

Responsibilities:

- Provide excellent customer service to borrowers - Provide information about loan programs - Advise borrowers about information on accounts - Help .
- Initiated conference calls to servicers and lenders to resolve legitimate repayment options for student loan borrowers Educated former students to .
- educated students on loans prevented them from defaulting on there loans qualified them for a deferment or forbearance.
- Counsel customers in achieving successful repayment of their student loans.
- This includes but is not limited to answering payment and billing inquiries, discussing repayment plan options and eligibility, payment alternatives, .
- Process incoming correspondence, forms, or other documents received

from customers in order to prevent default and or resolve delinquent student .

- Contact & assist Federal Student Loan holders who were past due on their loans.

Education

Bachelor of Applied Science in Management - 2012(Columbia College)