

# JOSEPH NEWSWANDER

## Student Seeking Internship Opportunities

✉ newswander.joseph@gmail.com

☎ 435-232-2535

📍 Bronx, NY

🌐 [linkedin.com/in/josephnewswander](https://www.linkedin.com/in/josephnewswander)

## EDUCATION

Bachelor of Arts

Labor Studies

CUNY SLU

📅 Jan 2022 - May 2025

🎓 GPA: 3.87

Information Technology

Bridgerland Technical College

📅 Jan 2020 - May 2020

High School Diploma

Green Canyon High School

📅 Aug 2015 - May 2020

## SKILLS

- CRM Software (Salesforce)
- Database Platforms (QuickBase, Excel, Tableau)
- Customer Service
- Training and Development
- Process Improvement
- Community Engagement
- External Communications
- 80 WPM Typist

## ACTIVITIES

- Peer mentorship for students with disabilities
- Study abroad in Latin America
- Competitive extemporaneous speaking

## OTHER

Temporary and Gig Work

- UNIQLO, Taylor Creative, Avo Now-Warehouse Associate
- Ardsley Country Club-Event Server
- Uber Eats/Doordash-Courier

## RELEVANT WORK EXPERIENCE

### Escalations Service Advocate

Aetna, a CVS Health Company

📅 Sep 2021 - current

📍 Remote

- Serving as the single point of contact between inbound customer service and consultants.
- Maintaining customer satisfaction survey response of over 98%, delivering concierge-level service resolving member billing disputes with providers and scheduling appointments.
- Researching benefits and eligibility issues in a high-volume production environment, leveraging extensive industry knowledge and enterprise systems, ensuring compliance to benefit eligibility, grievance, and appeal statutes.
- Designated Subject Matter Expert on the bSwift platform (B2B SaaS) and group Medicare Advantage plans, training and developing workflows 200+ new-hires and tenured associates.
- Tracking call-drivers in collaboration with management to develop workflows regarding appropriate triage and timely correspondence based on urgency.

### Administrative Clerk, Accounts Payable

Cache County

📅 Jul 2021 - Aug 2021

📍 Logan, UT

- Processed merit awards for 200+ County Fair participants. Maintained meticulous records for payment method and disbursement time.

### AmeriCorps Remote Learning and External Affairs Coordinator

City Year New York

📅 Sep 2020 - Jun 2021

📍 East Harlem, New York

- Collaborated with teachers to provide academic and social mentorship to 150 middle school students. Monitoring student academic and social-emotional learning effectiveness by compiling and comparing data using Salesforce and Excel.
- Implemented remote learning and community engagement initiatives to double program participation.
- Developed an array of digital content, including creating a mobile-optimized website and district-wide video showcase.

### Digital Content Consultant and Coach

BEE IN MOTION

📅 Aug 2020 - current

📍 New York, NY

- Developed curricula on bicycle, skateboarding, and general physical education for youth and adults with disabilities, coaching sessions for approx. 40 students.
- Created video and photo digital content for marketing and social media.

### Server Host

Chili's Grill and Bar

📅 Apr 2018 - Jul 2020

📍 Logan, Utah

- Optimized OpenTable platform to tailor To-Go fulfillment to accommodate safety protocols and ~300% increase in orders due to pandemic.
- Welcomed guests and processed orders. Met goals for incentivizing rewards program enrollments.