

STEPHAN WELCH

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WORK EXPERIENCE

Carpenter

360 Scenery - West Valley City, UT
January 2018 to Present

Follow blueprints, electrical and building plans to meet the various needs of clients

Measure, cut, or shape wood and plastic, as well as other materials

Construct building frameworks including: walls, floors, windows, and door frames for conventions and business fronts

Inspect and repair damaged product

Instruct and direct up to 10 laborers and other construction helpers

Operate fork and scissor lifts

Go on location for assembly and installation in both individual and team settings

Traveling to out of state clients for installations

Complete projects independently by deadline

Bankruptcy Specialist

Select Portfolio Servicing, Inc - West Valley City, UT
September 2017 to January 2018

Manage loan portfolio through the bankruptcy process, ensuring department timelines are met.
Communicating with customers via phone to solve all inquiries

Supervise work performed by Outside Counsel to ensure it is in compliance with Department timeline requirements

Knowledge of payment postings, histories, and investor requirements

Efficiently managing timelines and completing multiple projects within them

Enter data accurately in MSP, LPS, PACER, and NDC

Cultivate relationships with Outside Counsel, Trustees, and Bankruptcy Courts

Medical Research Associate

PRA Health Sciences - South Salt Lake, UT
December 2015 to August 2017

- Lab Associate 1: Assists in the study set up for the Sample collection, storage, processing and shipment. Administrative tasks for the Quest Diagnostics Laboratory.
 - Follow sample processing instructions. Preparation of Shipment, Receipt/Shipment of Biological samples. Processing of Biological samples. Storage of biological samples.
 - Document all lab work in the eCRF and on source. Enter information in the Care360 system of Quest Diagnostics Laboratory. Prepares the documentation for sample storage.
 - Operate and maintain the used equipment such as centrifuges, incubators, freezers and refrigerators. Adequately solves and reports unexpected technical errors.
 - Lab Associate 1 Accomplishments: Within six months of employment, only staff chosen to work with Functional Manager doing data reconciliation, taking data files through Wuest Diagnostics and ordering demographic changes to fit company needs and standards for any mistakes that may have been made.
 - Medical Research Associate 1: Screen potential volunteers. Ensures all study activities/procedures (during screening and clinical procedures are completed on schedule and in accordance with the protocol) are completed on schedule and in accordance with the protocol, the FDA and IRB requirements. Resolve data queries within 24hr period.
 - Perform basic medical procedures according to protocol for specified study participants, including but not limited to informed consent, vital signs, height/weight/BMI measurements, meals, water fast, phlebotomy (straight stick/butterfly stick/draw from IV catheters). finger stick blood sugar, ECGs, UA, UDS, urine and fecal collection, pulse oximetry, AI/ConMed assessment, obtain medical history and assist with Investigation Product accountability.
 - Monitor subject safety. Assist with study setup activities and perform check-in and check-out activities. Explain and enforce/maintain subject house rules. Warn appropriate staff in case of medical emergency.
 - Reports equipment malfunctions and assist with specified equipment maintenance and stocking of supplies. Performs general housekeeping duties, including cleaning and making dorm beds, wiping down bedside tables, organizing subject resting and entertainment areas, cleaning screening exam rooms, etc.
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Customer Service Representative, Netflix Customer Service

CSR Accomplishments - Salt Lake City, UT
June 2015 to December 2015

- CSR: Take calls from Customers with regards to account take over, billing, trouble shooting connection, as well as updating general information. Handle feedback from customers as well as implementing feedback from supervisor.
 - CSR Accomplishments: Created a KB scavenger hunt game to assist in keeping associates productive, up to date on their Knowledge Base, as well as boost morale.
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Screener, Senior Processing Technician

Octapharma Plasma Incorporated
October 2013 to June 2015

5414 S 900 E Murray, 84117, 801-262-0183,
October 2013 - June 2015

- Senior Processing Tech: Process and store units of plasma. Ship all samples and units. Train new Processing employees, observe Processing employees. Verify documentation on incoming shipments. Delegate tasks to employees.
- Screener: Screen donors and confirm that they are suitable for donation. Includes taking vitals to ensure they are currently healthy, without risk of major side effects. As well as checking finger stain to see if they have donated at another center.
- Donor Floor Tech: Setup and disconnect donors. Clean machines. Assist in taking care of donors during reaction.

- Phlebotomist: Confirm donor matches description. Sanitize puncture site. Stick donor. Retrieve samples from donor. Assist in taking care of donors during reaction. Experience with 17g needle and 22g sample hub.
- Machine Tech: Diagnose and repair all machines when taken out of service.
- Accomplishments: Cross trained to Screening after two months of employment.
- Made a Trainer in the Lab after three months of employment.
- Sent to Chicago to train for Machine Tech after ten months of employment.
- Cross trained to Phlebotomist after eleven months of employment.
- Made a Senior Lab Processing Tech after a year of employment.

EDUCATION

High School Diploma

Copper Hills High School
2010

SKILLS

- Carpentry
- drywall
- Framing

ASSESSMENTS

Data Analysis — Proficient

February 2020

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data.

Full results: https://share.indeedassessments.com/share_to_profile/2436054ba441e3b7c0ef8fa2cace7662eed53dc074545cb7

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

ADDITIONAL INFORMATION

Over 4 years experience in the customer service field, 2 years of food handling experience, 5 years of experience in the clinical field, 2 years carpentry experience. Ability to supervise over 10-15 employees ensuring tasks, and requests are completed in a timely and orderly manner. Organized, Planned, and Prioritized work for various departments while resolving customer complaints and inquires.

Skills

Customer Service Orientation Flexible and Adaptable Clerical and Administrative Duties

Negotiation Techniques Mediation Techniques De-escalation Techniques
Attention to Detail Fast Learner Critical Thinking
Keyboarding-50 WPM Time Management Administration and Management