

Jonathan Jeffery

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BUSINESS MANAGEMENT & ANALYSIS

Results-oriented fintech professional with 5+ years of experience in customer service, technical implementations, and project management. Proven track record in leading end-to-end implementation processes, managing project scopes, and providing high-level technical support. Skilled in communication, problem-solving, and fostering cross-functional collaboration to drive real improvements in customer operations through software solutions.

SKILLS

Trainings and Webinars	Technical Troubleshooting	Strong Interpersonal Skills
Software Implementation	Excellent Communication	Proactive and Self-Motivated
Consultative Sales Support	Project Management	Problem-Solving

EXPERIENCE

REPAY - Realtime Electronic Payments **Nov 2018 - Present**

Associate Sales Engineer (Mar 2022 - Present)

- Led end-to-end implementation processes for diverse clients, ensuring successful software deployment and driving customer satisfaction.
- Managed project scope, requirements, and prioritization to meet and exceed customer expectations.
- Leveraged technical expertise to troubleshoot and resolve issues, providing high-level support during critical phases.

Customer Service Representative (Nov 2018 - Mar 2022)

- Collaborated with customers and sales teams to identify needs and recommend tailored solutions to their problems.
- Conducted comprehensive training sessions, enhancing merchants' proficiency in software and terminal utilization.
- Streamlined financial processes, reconciling merchant accounts, and managing end-of-month statements.

First American Payment Systems

Jan 2017 - Nov 2018

Customer Service Team Lead

- Nurtured positive team dynamics through effective communication, training, and coaching, resulting in improved service standards and a 30% reduction in call errors.
- Conducted research on the latest point-of-sale devices, contributing to product improvement efforts.

EDUCATION & CERTIFICATIONS

Bachelors of Arts - Baylor University

Major: Film & Digital Media (Video Production)
May 2015

AI in Fintech Essentials Training - LinkedIn

Mar. 2023

Web Development - Mimo

Dec. 2020

PROFICIENCIES

HTML, CSS, JavaScript	SalesForce
Postman API	GuideCx
Microsoft Office & Teams	Visual Studio Code