

Jeremy Park

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EDUCATION

Boston University, College of Arts and Sciences – Boston, MA

September 2017 – May 2019

Bachelor of Arts in Economics

Relevant Coursework: Econometrics, Game Theory, Data Structures, Database Systems, Machine Learning

Clark University – Worcester, MA

August 2015 – May 2017

EXPERIENCE

Better Mortgage – New York, NY

November 2019 – Present

Product Support Specialist

December 2020 – Present

- Collaborate with multiple teams, serving as an escalation point, as well as investigate and troubleshoot various product and third party problems
- Work cross-functionally with Product, Engineering, and other teams to ensure resolution of issues
- Escalate repeat issues to our product and engineering teams using pattern recognition and prioritization
- Propose and execute improvements to internal process, product, and knowledge base

Customer Experience Associate

November 2019 – December 2020

- Engaged with incoming customer inquiries via phone, email, and chat regarding complex questions about the mortgage process.
- Worked with Loan Consultants to build a pipeline of customers.
- Guided pre-approved borrowers through the initial application process and home buying experience.
- Maximized conversion of leads and utilized dynamic loan platform to qualify potential customers.
- Strengthened Ally partnership by maintaining SLA and overseeing Ally specific applications.
- Collaborated with cross-functional teams as a Product Liaison to workshop potential features and process solutions to internal and borrower pain points.

Red Bull North America – Boston, MA

Sept 2018 – August 2019

Student Marketing Representative

- Performed market research to determine area events for product distribution.
- Cold call/email targeted organizations to go on site to raise product awareness.
- Supported on and off premise sales through marketing events.
- Reported sampling statistics and consumer feedback to manager via online database.
- Strategized projects to target potential new consumers.

New York Red Bulls – Harrison, NJ

July 2016 – August 2016

Marketing Intern

- Partnered with Brand Manager of the New York Red Bulls in planning multiple marketing campaigns, including welcoming email series and membership renewal campaigns.
- Conducted day-to-day tasks such as game day preparations and management of items in the online Marketplace.
- Maintained marketing email campaigns with technology platform, salesforce, HTML and CSS.

SKILLS

Programming Languages/Other: Microsoft Office (Excel, PowerPoint, Word), Python, Java, HTML, CSS, Jira, Datadog, Looker, salesforce, GitHub

Languages: English (Native), Korean (Native)

PERSONAL

Boston University Analytics Club (VP of Marketing)

February 2018 – May 2019

- Helped establish the first data analytics focused club at Boston University
- Worked with the Executive Board to create weekly agendas, set semesterly goals, create connections with other clubs/organizations

Delta Tau Delta Fraternity

September 2017 – May 2019

Clark University Men's Soccer Athlete

August 2015 – May 2017