

GET TO KNOW YOUR COLLEGE ASSIST TEAM.



SUSIE TRUJILLO

MANAGER LOAN GUARANTEE OPERATIONS,
COLLEGE ASSIST

Susie Trujillo has been working for College Assist for more than 20 years—and has seen many changes in the industry. She remembers a time when every form was hand-typed, including promissory notes. Carbon copies were the latest technology she and her team worked with, and all customer correspondence was done by mail or phone. Susie's past world is a big contrast from today's environment of online forms, electronic processing and e-mail correspondence.

Managing Guarantee Operations, which handles incoming calls from schools, lenders and borrowers, Susie ensures that all calls are treated with a high degree of customer service. "We have an expected level of customer service our representatives must maintain," explains Susie. "And our customer service is what sets us apart. We provide personal service and recognize that each caller is valuable. We treat all of our customers as a member of our family—giving every call our personal touch."

Some of the most common questions Susie's team answers from borrowers are: "I never picked up the check; therefore, I don't have a loan." "When will I get my money?" "What else do I need to do to get my loan?"

Peak season for Susie's team is fall processing time, June through September. While peak time is a little more stressful for Susie's group, they strive to maintain a personal touch on every call and never lose sight of how important outstanding customer service is to College Assist.

Before managing Loan Guarantee Operations, Susie was a supervisor, team lead, data entry person and a department tester, where she worked with system changes to ensure compliance to current regulations and verified the update worked properly before implementation.

In her free time, Susie enjoys spending time with her family. She has two children in college and one in middle school.

"The level of customer service Susie and her team provide differentiates College Assist from the competition," states Teena Cooper, Director of Client Relations at College Assist. "I frequently receive compliments on her team for going the extra step."



Our Nrichment Committee - Elizabeth Schultz, Rhonda Green and Mitch Martin plan our annual holiday philanthropic event.



Rhonda Green is College Assist's process management and disbursements supervisor.



Patrick Morris helps customers in Default Aversion.



Ron Solt supports customers with questions.



Zach Christensen interacts daily over the phone with schools and borrowers.



Akhi Ray and Anna Howard take a moment out of their busy day.



dedicated

Outlook

College Assist

999 18th Street, Suite 425
Denver, Colorado 80202