

Derek Hargitt

Olathe, KS | 913-636-7179 | derekhargitt@gmail.com

Professional Summary

Versatile, efficient, self-starter with proven strong leadership skills. Dedicated to providing excellent customer service and ensuring client satisfaction. Hands-on contributor committed to continuous learning and collaborating with team members. Possesses excellent communication and problem-solving skills.

Key Skills

- HTML
- SQL
- Data Analysis
- IPSwitch Movelt
- SMA OpCon
- POS & ACH Systems
- Javascript
- REST API
- Customer Service
- C++
- AWS
- Automation
- Python
- Windows/Linux/Mac
- Microsoft Office

Experience

Production Assembler, MoreFlavor!, INC | *Olathe, KS* | Jan 2025 - Present

- Follow precise instructions and diagrams from initiation through delivery to assemble various product models.
- Develop/implement new processes; research and troubleshoot existing processes to identify refinement opportunities.
- Work closely with internal resources for execution of projects; provide training where appropriate.
- Take the lead in creating process and procedure documentation.
- Perform other job duties and various tasks as assigned and as production needs change.

Loan Setup Specialist, Cohen Financial | *Leawood, KS* | Sep 2019 - Mar 2020

- Provide support to teammates of their assigned unit within the Investor Servicing Group.
- Analyze a variety of loan documents and reports related to corporate assets.
- Deliver the highest level of service to business partners while ensuring compliance with regulations and policy.

Customer Care Associate, Alliance Data | *Lenexa, KS* | Jan 2019 - Sep 2019

- Monitor incoming cases via the automated call distribution (ACD) phone system; resolve in accordance with Service Level Standards.
- Handle approval of sales, credit card limit increases, and payments from customers.
- Practice de-escalation and resolution skills for dissatisfied customers.
- Multi-task, including managing incoming phone calls, processing existing queues, and completing new intakes.

Loan Delivery Specialist, Mortgage Lenders of America | *Overland Park, KS* | Aug 2016 - May 2018

- Provide level one technical support of team members and investors to ensure on-time delivery of business products.
- Deliver collateral, audit each file for accuracy and facilitate delivery of final documents.
- Keep the loan operating system current with all transactions.
- Invoice and pursue payment for document non-delivery fees; use ACH systems to process invoice payments.
- Utilize automation tools to streamline customer processes, ensuring success of day-to-day operations.
- Identify processes that are effective; change processes in need of further refinement.

Education

Web Development and Digital Media, AAS | Johnson County Community College | Spring 2026