

# Isaac Wiesner

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Veterans Pref: N/A | Citizenship: USA

## Summary

Dedicated professional with experience with public facing roles, subcontracting for the federal government, and supervisory and leadership experience.

## Education

**University of Missouri**, Columbia, MO  
Bachelors of Political Science  
Pre-Law Emphasis  
Started Summer 2025 Expected Graduation May 2027

**Moberly Area Community College**, Moberly, MO  
Associates of Arts, Graduated May 2025

**Madison High School**, Madison, MO  
High School Diploma, Graduated May 2017  
Graduated with Honors

## Professional Experience

**Goldschmitt & Associates (Contract for Missouri Higher Education Loan Authority(MOHELA))**,  
Columbia, MO

**Supervisor:** Jeffrey Blum, jeffrey117blum@gmail.com

**Customer Service Supervisor**, January 2025-Present

- Coach agents in one-on-ones on quality assurance results, hold times, average handle time, and other performance metrics.
- Responding to escalated customer inquiries
- Ensure agents are staying up to date with required training and updated programs, legislation, and regulations.

**Customer Service Representative II**, May 2022-December 2024

- Assisting other Customer Service Representatives with their inquiries
- Responding to escalated inquiries
- Responding to constituent outreach.

**Customer Service Representative I**, November 2021-May 2022

- Receiving inbound customer inquiries regarding Federal Student Aid, FAFSA®, and other Department of Education (ED) programs.

**Walmart Inc.**, Columbia, MO

**Online Grocery Pickup Associate**, April 2021-October 2021

- Pick and dispense customer orders
- Provide customer service
- Fill other roles as needed by the store

**Marshall's Inc. (McDonald's)**, Moberly, MO

**Shift Supervisor**, August 2017-April 2021

Lead and supervise crew members during assigned shifts

- Handling shift closing and opening
- Managing deposits, verifying drawer values
- Verifying food safety is followed and food quality is maintained

## References

Shane Weseloh | shanew@macc.edu

Professor at MACC

Matthew Foulkes | foulkesm@missouri.edu

Professor at University of Missouri

Jeffrey Blum | jeffrey117blum@gmail.com

Supervisor at MOHELA