

## Joshua Everett

JoshuaRyanEverett@outlook.com

### EDUCATION

**Utah State University** – Logan, UT

Coursework toward B.A. (Political Science & Journalism)

- Presented research paper, “*Phasing Out Political Parties in the United States: The Path Toward a Lasting Republic,*” at the Emerging Scholars Conference at USU—Spring 2025.
- Relevant coursework: Professional Writing; Laws of Evidence; International Relations; Comparative Politics.

### EXPERIENCE

**Student Coordinator | Utah State University** – Logan, UT

November 2022 - Present

- Assist students and families in person and via phone/email/chat by explaining procedures, answering process questions, and directing patrons to appropriate resources.
- Process and review sensitive documentation and audit files for accuracy while maintaining strict privacy standards; completed annual FERPA training for three consecutive years.
- Coordinate and schedule appointments/meetings in person and by phone using Calendly and Outlook, managing calendars across staff and leadership with timely follow-through.
- Lead revisions to outbound communications using Campus Communicator and FormFusion, translating complex requirements into warm, plain-language, compliance-aligned messaging.
- Built an offline, local-only desktop application (Electron/HTML/CSS/JavaScript) that consolidates template creation and Word-to-HTML conversion for FormFusion-ready communications; processes template placeholders only (no PII) and is adopted by leadership/staff.
- Recommended and implemented revisions to the federal aid offer letter, driving a 35% reduction in related phone inquiries the following semester.
- Strengthened internal compliance practices by developing student worker policies (privacy protections, attendance expectations, work-study scheduling constraints), reducing risk and improving operational consistency.
- Served on the RMAFSA training committee supporting professional development programming and retention resources for financial aid administrators, winning the Committee of the Year award for our efforts.
- Produced and refined recurring reports using Excel and reporting tools (including Argos), ensuring accuracy, timeliness, and clear documentation for office operations and compliance needs.
- Maintain accurate written documentation and case-like workflows under strict deadlines, ensuring records are complete, traceable, and handled with discretion.

**Customer Service Representative | Fox Pest Control** – Logan, UT

May 2021 – September 2022

- Processed customer payments by phone and enforced secure handling practices by preventing credit card details from being shared via text/email; redirected patrons/staff to approved channels.
- Performed audits and reporting for three Louisiana branches, improving accuracy and consistency of recurring compliance reporting.
- Built Google Sheets tracking and reusable templates to monitor technicians/sales issues and improve training visibility; increased workflow efficiency by about 20% in shared reporting across the western branches.

### SKILLS

- Customer Service
- De-escalation
- Discretion
- Detail/Accuracy
- Deadline Management
- Task-switching
- Professional Writing
- FERPA-Trained (annual x3)
- Confidential Records Handling
- Policy/Procedure Adherence
- M365 Suite
- Teams
- Zoom
- Calendly
- Campus Communicator
- FormFusion
- Banner
- ServiceNow
- Adobe Acrobat
- HTML/CSS/JavaScript
- Electron (desktop apps)