

# The

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## News

Updated: May 13, 2022

Another week is in the books. It's Friday the 13th again. In Western civilizations people believe this is an unlucky day, which means that accidents and hoodoos tend to occur on that day. Those Fridays are a combination of the death day of Jesus Christ and the unlucky number 13. But only good things are happening at Complete. Read all about it in this week's edition of the Complete News. And as always, we appreciate your feedback, which you can send to [chuck.k@complete1.com](mailto:chuck.k@complete1.com)

And congratulations to our newest team members in Johannesburg, South Africa who have had a great first week on the phones!

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### Our People

#### Now Hiring!

We will be welcoming a new training group in Taylorsville on Monday, May 16th. And our next class is scheduled to start the day after Memorial Day, May 31st.

We are also looking to hire Call Center Associates at Prince Parker with a flexible start date.

We are currently accepting interest for the position of **Call Center Supervisor-Complete Recovery**. This exciting new position will work out of the Taylorsville office. This position will provide overall support to the Complete Recovery

Center Operations. [Click here](#) to learn all about this exciting opportunity and to submit your interest. Please apply by Wednesday, May 18th.

**Other Open Positions:**

- Systems Engineer
- Quality Assurance Manager
- Client Relations Manager
- Staff Accountant
- Collections Representative (Charlotte, NC.)
- Coming soon: Director of Sales

Check out all openings at our career site on [Indeed.com](#)

Do you know someone who might be interested? Refer them and take advantage of our [employee referral program](#) (\$300 after the referred employee hits 90 days).

**Room to Grow!**

Welcome to **Niha Garikapati**, who will be joining Complete Recovery as our newest Business Analyst!

The Waypoint team is happy to announce that four team members have accepted expanded roles in our operation.

- **In a leadership role, Joe Tucker** will be assisting the Jacksonville team with the file management process.
- **Norma Salinas, Sherri Wright, and Joyce Arzaga** have all accepted the position of lead.

We are very grateful that this group will assist the leadership team while also working on our client portfolios.

<b>Equipment/1st Party Collections</b>
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Team,

**As all of you are aware, we officially launched XFINITY mobile for Corporate Comcast, which brings a tremendous opportunity for all of us! In addition, based on YOUR hard work and dedication, Spectrum has made the decision to increase our volumes and let us move further into the Spectrum footprint! With all of this growth, we are working hard to ensure we have ample staffing to take care of customers (and one another).**



Do you Love your job?

Let's do a Review and make Complete Recovery Corp get a 5 Star!!!!!!

LETS GET  
SOCIAL

Check out our sites, get connected, like a page or leave a review. We all play a part in growing our community.



<https://www.indeed.com/cmp/Complete-Recovery-1>



glassdoor

[https://www.glassdoor.com/Overview/Working-at-Complete-Recovery-EI\\_IE2194814.11,28.htm](https://www.glassdoor.com/Overview/Working-at-Complete-Recovery-EI_IE2194814.11,28.htm)



<https://www.facebook.com/CompleteRecoveryCorporation>

<https://www.facebook.com/waypoint.resource.group>

<https://www.facebook.com/princeparkerassociates>



<https://www.google.com/search?q=google+reviews+complete+recovery&oq=google+reviews&aqs=chrome.2.69i59i433i512j0i512j69i59j69i57j0i433i512j0i512l2j69i60.5975j0j7&sourceid=chrome&ie=UTF-8#>



<https://www.linkedin.com/company/complete-recovery-corp->

<https://www.linkedin.com/company/waypoint-resource-group/about/>

<https://www.linkedin.com/company/princeparkerandassociates/>

## Employees to Notice



### **Our April Employee of the Month**

Kurt joined our Complete family in September 2016 and has been a valuable part of the team in a variety of roles over the years. Always quick with a solution and well versed in exceeding client expectations, Kurt's can do attitude continues to add value.

When not creating new reports, integrating systems, or coaching his team, Kurt can be found running his local DJ business.

Please join us in recognizing Kurt Easthope, April's Employee of the Month!

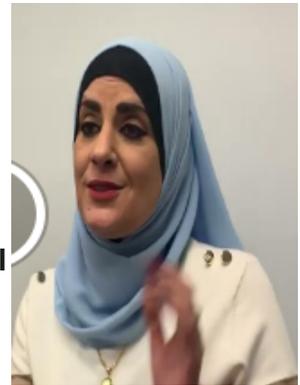


*Kurt Easthope*  
Information Technology Manager

### **Employee KUDOS:**

Let's take a minute to appreciate our associates,

“ I want to give a huge shout out to our wonderful [@hadeelayesh!](#) I just got off of a kudos call where the customer said how much of an "absolute BLESSING" it was to speak with Hadeel. He stated that she was able to provide him with options and information he had never gotten previously and we need 100 more Hadeels! He said he couldn't be more thankful for her help today. Great job Hadeel!”



### **Meet Penny and Benita from the Charlotte team.**

**Penny Ham (Collections Manager)** has been with Prince Parker for 26 years, serving as a collections manager for the majority of that time. She enjoys binge watching Netflix shows and spending time with family and friends. Penny says her favorite thing about working at Prince Parker is “meeting and exceeding expectations with her amazing team!”

**Benita Kinsey (Admin)** is a retired police officer who enjoys time with her family and pets. She has been on the Prince Parker Admin team for 3 years. Benita says her favorite thing about working at Prince Parker is “Everything! I love the job and I love the people!”



**Nathalia Bravo** joined our Complete Recovery team in **Colombia** in January of this year. Since the beginning she's shown constancy, and is always ready to give her best to our customers. She's showing a willingness to help her peers with dedication and determination. She's also shown amazing results throughout all these months and proudly for April she got to be our Employee Of the Month. Congrats to Nathalia for all that she does!!

**Outside Collection Agency (OCA) Business News**

**Customer Relationship Management (CRM) Migration Update**

The biggest thing we have going on at Waypoint is the conversion of the Comcast and Cox portfolios from Artiva to Quantrax. The big development this week was learning about how difficult it will be to move a significant amount of data from one platform to the other. Really, it is the amount of clock time it will take to move 2.7M files. We have decided to take more care with this particular task and as a result, the conversion has been moved from Memorial Day weekend, to July 1<sup>st</sup>. (The July 4<sup>th</sup> weekend)

**Our Calendar**

5/19/2022	Thursday	Merlin's Birthday
5/20/2022	Friday	National Bike to work Day
5/30/2022	Monday	Memorial Day-Paid holiday all

		centers closed!
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<b>Question of Week</b>
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Congratulations to April Fichthorne, winner of last week's question of the week, correctly answering that our Comcast Central project is projected to start on May 22nd. April will be receiving a \$10 Amazon gift card!

This week's question?

When is Merlin Jensen's birthday?

E-mail your answers to [chuck.k@complete1.com](mailto:chuck.k@complete1.com) or look for a box at a center near you!

The Complete News committee is comprised of a diverse group of community members including: Miles Jensen, Candy Grady, Mariam Green (Taylorsville), Elizabeth Rodriguez (Texas), Tatiana Rodriguez (Bogata), Tammy Honeywell (Charlotte)