

Arcade man recognized by local employer

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ARCADE, N.Y., Oct. 24, 2018 (GLOBE NEWSWIRE) -- Navient, a leading asset management and business processing services company, honored Michael Scott with the company's Solutions Navigator Award. Scott, a building services technician, was recognized for his strong work ethic and efforts in providing a safe work environment for employees in the company's Arcade and Perry offices.



Solutions Navigator Award recipient Michael Scott demonstrates one of his many daily tasks

The quarterly award recognizes one employee who demonstrates one or more of Navient's core values: customer-centricity, proactivity, leadership, stability, integrity and innovation.

Scott provides a comfortable and secure environment by implementing preventative measures such as maintaining fire and safety protocols, coordinating building repairs and ensuring uninterrupted power during utility failure vital to the continued operations of each site.

"A building with hundreds of employees brings with it unique and often unenviable challenges," said Bryan Wiler, director and one of Scott's nominators, Pioneer Credit Recovery. "Mike tackles these challenges with a singular focus; putting all of his customers first. It's part of his drive to make the building as comfortable as possible. When there's an issue that needs to be addressed, he not only quickly attacks the problem but follows up with those impacted, usually multiple times, to make sure they are satisfied with the outcome. Customer-centricity is the hallmark of every minute Mike spends at work, and we're all better-off for it as a result."

This past September, Scott celebrated 12 years with Navient. When asked what advice he would give other employees, Scott shared that it's important to put the customer first.

"I believe that I am delivering a service to the company through my work," said Scott. "I am here to do a job to ensure that the employees feel the Arcade and Perry buildings are safe and clean. The employees come first because they are my customers."

In his free time, Scott enjoys camping, hunting and fishing.

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About Navient

Navient (Nasdaq: NAVI) is a leading provider of asset management and business processing solutions for education, healthcare and government clients at the federal, state and local levels. The company helps its clients and millions of Americans achieve financial success through services and support. Headquartered in Wilmington, Delaware, Navient also employs team members in western New York, northeastern Pennsylvania, Indiana, Tennessee, Texas, Virginia, Wisconsin, California and other locations. Learn more at [navient.com](#).

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