



Wilkes-Barre woman recognized by local employer with leadership award

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WILKES-BARRE, Pa., Feb. 05, 2019 (GLOBE NEWSWIRE) -- Navient, a leading asset management and business processing services company, honored Lori Ellis with the company's Solutions Navigator Award. Ellis, a process engineer, was recognized for spearheading innovative tools to support the company's continuing journey of customer communications improvement.

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

Ellis played a key role in piloting a new application for customer service specialists to provide customers with more complex student loan questions clear and customized information about their specific accounts. The application also enhances the delivery, tracking and archiving of customized letters to customers.

"Lori's knowledge, leadership and innovation were critical in streamlining a manual process and helping to improve our customer communications," said Kim Albert, senior director and Ellis's nominator, Navient.

This past December, Ellis celebrated 15 years with Navient. When asked what key skills helped her be successful at work, Ellis placed an emphasis on communication and team work.

"Communication and collaboration are essential," said Ellis. "Being able to gather and distribute information and work with multiple teams toward a common goal, is so important."

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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 employs team members in western New York, northeastern Pennsylvania, Indiana, Tennessee, Texas, Virginia, Wisconsin and other locations. Learn more at navient.com.

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