



# Kevin Polaskoski

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**Objective** To contribute experience, education, and skills in a technical support position.

## Professional Profile

- Results-driven rising professional with significant experience in customer service, as well as leadership background and the skills to initiate new ideas and delegate responsibility.
- Excellent communicator with unsurpassed interpersonal skills; adept at speaking effectively and listening attentively.
- Strong organizer with the detail orientation to coordinate tasks; the research skills to gather data, identify resources, and extract important information; along with the planning skills to develop ideas, identify problems, and conceptualize solutions.
- Productive, dependable worker with solid work ethic; quick learner who can rapidly master all aspects of job with limited training.
- Computer-proficient performer with expertise in Microsoft Windows and Office applications.

## Education and Training

- Bachelor of Science in General Management, Sacramento State University, Sacramento, CA, May 2008; GPA in major: 3.6
  - Created program for County of Sacramento used to train personnel for interviewing prospective employees as project for Human Resources class.
  - Developed consumer-behavior report based on informational interviews as project for Consumer Behavior class.
  - Took initiative to serve in multiple leadership positions in class group projects; handled project financial and quantitative aspects.
  - Played key role in managing budget and organizing logistics for special-event dinner for 250 people as project for Organizational Behavior class.
- Study Abroad, International Joint-Program, Florence, Italy, Summer 2007

## Professional Experience

### **Technical Residential Assistant, Sacramento State University, Sacramento, CA, 2005 to 2008**

- Managed "SacNet" campus network and coordinated network service for more than 2,500 residential student clients.
- Analyzed and evaluated technical problems by phone and onsite.
- Set appointments and provided exceptional customer service.
- Contributed to Sacramento State University Student Employee handbook.
- Oversaw team of up to five staff members.
- Recruited new employees.
- Trained staff to provide superior customer service.
- Streamlined staff from seven employees to four.

### **Information Technology Specialist, Sacramento State University, Sacramento, CA, 2003 to 2005**

- Provided computer support and maintenance.
- Installed and updated software, hardware, and operating systems for university-wide network.
- Responded to incoming calls and performed troubleshooting and problem-solving of technical issues with computers and network-related issues.