**Alexander E. Jaworski**

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**PROFESSIONAL SUMMARY**

Punctual, well organized, and dedicated individual. Capable of working in a busy environment and prioritizing accordingly. Experience resolving customer complaints with a commitment to satisfaction and retention of clients. Ability to empathize and build rapport with customers to better understand their needs. Comfortable working in a team environment with ability to focus on tasks and assist others.

**WORK EXPERIENCE**

**Fusion Sign & Design –** *Riverside, CA* September 2019- Present

**Print Room Lead/Supervisor**

* Managing a large-scale print production shop
* Tracking multiple jobs with varying workloads
* Managing multiple operators and their schedules accordingly
* Planning jobs and creating SOP’s to maximize machine time and material usage.
* Profiling media from vinyl to aluminum to ensure consistent color and print quality.
* Diagnosing and repairing machines when issues arise. This includes swapping parts dealing with mobility, such as caster wheels and mounting brackets, repairing and replacing electronic parts including print heads, sensors, UV lights, fuses, capping stations, and repairing hydraulic/vacuum systems involving pumps, hoses, valves, and BAR/pressure sensors.
* Training operators from our location and satellite locations to increase quality and efficiency company-wide.
* Coordinating jobs with the other production departments to ensure the prints are handled properly and finished in a timely manner for installation and/or shipping.
* Managing inventory to meet fluctuating demands

**ClubBuzz SMS Software/Social Media Marketing -** *Corona, CA* September 2018 – September 2019

**Customer Service Manager**

* Responding to customer service enquiries via email and phone.
* Provide training and explanation of software to ensure a thorough understanding of services offered.
* Management of account generation and systems integrations.
* Fielding sales calls and providing screen-shares to potential clients.

**ACDY Processing** *- Riverside, CA* February 2017 - September 2018

**Commercial Real Estate Permit Expediter/Plan Runner**

* Consulted with clients on their projects to ascertain the goal, then, provided information on needed permits and a course of action for obtaining them.
* Travelled to all county departments to acquire information and make submittals. Building, transportation, fire, water, school district, etc.
* Contact surveyors, inspectors, engineers, and other officials to receive reports and data to meet conditions for permits
* Managed client accounts by handling the approval process of building and development plans.
* Photographed new and prospective sites using my SLR camera to provide references to building officials.
* Tracked time spent on individual projects to facilitate the generation of invoices.
* Experience with nearly every county department in the Inland Empire

## Tresino’s Italian *- Wildomar, CA* March 2016 - January 2017

**Front End Staff/ Take Out Manager**

* Responsible for seating and maintaining cleanliness of the restaurant.
* Managed all take-out orders and their payments via phone and in person

**PROFESSIONAL SKILLS**

* Very experienced in Microsoft Office programs (Word, Excel, PowerPoint).
* Experience in front end design using CSS, Bootstrap, Bullma, and Tailwind, and React.
* Confident with back end work using Node, SQL, MySql, Mongo, Mongoose, and GraphQl.
* Able to quickly learn software, programming-languages, and system procedures.
* Experience using Adobe Illustrator to create and edit designs.
* Comfortable working in both Microsoft Windows and Mac OS.
* Great communication skills with ability to assist customers and the team.
* Highly organized, punctual, provides concise information, and precise when completing tasks.
* Ability to multi-task and schedule time accordingly.
* Experience handling billing information and creating invoices.
* Comfortable talking on the phone and in person with clients.
* Enjoy learning the nuances of products to be able to explain them in detail to customers and existing clients.