

ALEX J HARTLAUB

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SUMMARY OF QUALIFICATIONS

Customer Service: 1 year of experience assisting customers, problem-solving, and resolving escalated issues

Communication: Interpersonal, collaboration, and presentation skills with people of diverse backgrounds

Leadership: Learned how to be a leader through 4+ years of team sports.

Research: Skilled in gathering and analyzing internal/external data in a variety of environments

EDUCATION

Bachelor of Arts in Computer science
Lewis University, Romeoville, IL

Expected: May 2023
GPA: 3.2/4.0

WORK EXPERIENCE

Customer server desk
American Sale, Naperville, IL

December 2012 – 2014

- Assist diverse array of customers with their selections and purchases
- Process 30+ cash and credit transactions daily; balance cash drawer
- Enter daily revenue from registers into excel file
- Resolve customer complaints to ensure satisfaction and promote repeat business

General Worker
Hart erectors INC, Naperville, IL

July 2014 - Present

- Manage warehouse, including stock management, recycling, and sorting
- Update 30+ bleacher inspection reports per year
- Quote prices on inspection and or maintenance jobs
- Send emails to customers and answer phone calls

Golf Course Sand Trap Worker
Hart erectors INC, Naperville, IL

May 2022 - present

- Sand trap repair and maintenance

SUMMARY OF TECHNICAL QUALIFICATIONS

Operating Systems:

- Windows, Linux, iOS

Networking:

- LAN,WAN,Wireless, Cisco Networking Academy

Languages:

- C, C++, C#, Java, Python

Web:

- HTML

Applications:

- Microsoft Office, Photoshop, Google Docs, Spreadsheets, Quickbooks, MySQL

Hardware / Systems:

- PC, Mac, Backup, Cloud management, Security systems, Network Configuration, CISCO

LANGUAGES SKILLS

- Fluent in japanese
- Semi-fluent in Spanish