

Anthony Margherio
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Objective:

To bring my diverse skill set and talents in technology, communication and customer service to a position that encourages and rewards continuous learning and development.

IT Experience and Accomplishments:

- Comptia A+ Certification achieved 9-14-2020.
- Studying for Network+ certification exam in the coming weeks.

*Technical Support Assistant, University of Illinois At Chicago, Office of Business and Financial Services
Chicago, IL; August 2008 – August 2010*

- Provided technical support for PC's and mobile devices over the phone, in person, and through email to internal employees.
- Identified and resolved hardware and software issues through research, collaboration, and analysis, and enacted solutions.
- Configured and deployed images for new workstations and completed all post-installation tasks.
- Maintained records of changes and assisted with inventory, data, and asset management.

Recent Experience:

*Flight Attendant, American Airlines
Chicago, IL; February 2014-Present*

- Delivered exemplary customer service and courteously assisted with routine and non-routine passenger requests and concerns during all phases of flight.
- Coordinated with fellow team members from cross-functional work groups to ensure timely departures, excellent service, and effective and orderly handling of non-routine events.
- Received numerous accolades from passengers, coworkers and managers through letters, emails, and company recognition platform.

*Front Desk Clerk, Starved Rock Lodge,
Utica, IL; August 2012-January 2014:*

- Researched and solved guest concerns and requests in person, via telephone and via email, and ensured satisfaction and complete resolution of customer concerns.
- Helped create training documents and knowledge bases for the hotel's property management software.

*Assistant English Teacher, Gochang Middle School
Gimpo, Gyeonggi, South Korea; November 2010 – November 2011:*

- Led weekly classes of 35 students in games and projects and created an atmosphere that encouraged students to open up and speak English with confidence.
- Independently designed and delivered after school and summer instructional curriculum using a Microsoft Office applications and other resources.
- Utilized AV equipment such as microphones, smart boards, projectors and much more.

Education:

B.A., English Literature, Cum Laude (3.7 GPA), University of Illinois At Chicago, 2010.

References Available Upon Request