Matthew Klonizchii

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# Objective

| To leverage my business background, over 11 years of customer service experience, and my passion for technology to start a career in Information Technology. |
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# Skills & Abilities

| Customer Service, Troubleshooting, Mentoring, Leadership, Confidentiality, Communication. |
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# Experience

| 10/2019 - 9/2020 | Supervising Associate,  Pierce County Library System, Lakewood WA   * Provides assistance in supervising and coordinating the daily operations of the Lakewood library; interacts with and provides library services to customers; responds to public inquiries and resolves customer complaints; assists in coordinating the maintenance of branch facilities, equipment, and collections; participates in processing and maintaining collection materials; and supervises assigned personnel. * Successfully collaborated with interdepartmental committee members and an outside organization (Pierce County Elections) to complete the Teen Volunteer League committee work and launch the program. * Successfully coached a struggling employee to satisfactory job performance so that they could pass their probationary period. |
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| 6/2019 - 10/2019 | Security Officer, Pierce County Security, Tacoma WA   * Deter theft, vandalism, and intrusion to client's site. Write daily activity reports. Control access to client's site. Respond to emergencies. |
| 2/2015 - 10/2019 | Library Technical Assistant, King County Library System, Kent WA   * Serves as a first point of referral for material-handling issues. Provides assistance to patrons with programs, services, and locating requested materials. Assists patrons with library accounts, and provides technical assistance with library hardware and software. Performs operation and circulation duties as assigned. * Received KUDOs award for exemplary customer service. * Completion of interdepartmental committee work for the Staffing Model Evaluation Committee, whose findings were delivered to the library system’s directors, steering and leadership teams. |
| 4/2013 – 4/2015 | Test Lead, FlexaSoft, Redmond WA   * Leading Consumer Acceptance Testing projects with data management, carrying out and observing results of testing projects, and training and supervising other Testers in correct testing procedures. Identifies, writes, and reproduces bugs in a test environment. Interacts with high level stake holders and provides analysis support. Works with both software certification and hardware test cases. Provides other duties as needed, including: testing, data validation, repro testing, and more. * Completion of several projects that contributed to the launching the Xbox One. |
| 9/2012 – 1/2013 | Service Representative, 24 Hour Fitness, Beaverton OR   * Checking in club members and guests, directing calls and inquiries to proper departments, handling touch-screen POS register, making cash deposits, updating member’s information and EFT, perform cleaning duties for locker-rooms and club, handling personal trainer appointments and cancellations, accounts receivable, focus on customer service with club members, and other duties assigned. |
| 5/2006 – 5/2012 | Person In Charge, Safeway, Fairfield CA   * Assisting store management in supervising store personnel, arranging breaks and lunch periods for staff, responsible for store during management absence, properly handling emergencies, leading team-members in duties to provide superior customer service, merchandising store and product displays, scanning out of stocks, ordering product for inventory, performing cashier duties, instructing and teaching employees company guidelines and other duties as required. * Received World Class Superior Customer Service Award. * Multiple promotions from Courtesy Clerk and Booth Clerk for exceeding performance expectations. |

# Education

| 2008 - 2012 | BS: Business Administration: General Management,  California State University Sacramento, Sacramento CA |
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| 2005 – 2007 | AA: Liberal Arts, Solano Community College, Fairfield CA |
| 2000 – 2005 | High School Diploma, Angelo Rodriguez High School, Fairfield CA |

# Certifications

| 1/2021 – 10/2024 | CompTIA Network+ - CompTIA |
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| 10/2020 – 10/2023 | CompTIA A+ - CompTIA |
| 03/2016 - No Exp | Microsoft Office Specialist (77-418): Word 2013 - Certiport |
| 10/2020 – 10/2025 | Microsoft Technology Associate (98-367): Security Fundamentals -Certiport |