

Declan Teofilak

Full-time student pursuing an associate's degree in computer science with working-fluency in Java and C++, alongside years of experience in retail management, customer relations, and sales.

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EXPERIENCE

PNC Financial Services | Glen Mills, Pennsylvania — Teller

July 2018 - Current

- Serviced clients in face-to-face interactions
- Developed long-term relationships with clients
- Consistently and thoroughly followed company policy
- FDIC clearance
- Awarded high-marks on quarterly customer service survey review

Clarks | Glen Mills, Pennsylvania — Team Lead

April 2017 - July 2018

- Maintained knowledge of current sales and promotions, security practices, and policies regarding payment and exchanges
- Planned and directed staff training and performance evaluations
- Reviewed operational records and reports to project sales and determine profitability
- Built relations with customers and the community to establish long-term business growth
- Consistently exceeded sales goals set by management

Banana Republic | Glen Mills, Pennsylvania — Team Captain

June 2016 - April 2017

- Store leader in credit card customer acquisition
- Responded to all customer inquiries thoroughly and professionally
- Placed special merchandise orders for customers
- Instructed up to 5 associates individually and in groups
- Trained and mentored new employees
- Completed store opening and closing procedures

EDUCATION

Delaware County Community College | Marple, Pennsylvania

Associate in Computer Science | 3.9 GPA

SKILLS

Strong leader

Adaptive Learner

Goal-oriented

High attention to detail

AWARDS

Member of Phi Theta Kappa Honors Society

Delaware County Community College
President's List 2018

Employee of the Quarter - Banana Republic Q4 2016

LANGUAGES

Java

C++

JavaScript

HTML

REFERENCES

Christine Mellema - Beneficial Bank
(610) 357-8516

Bruce Kershaw - J.Lorber
(215) 791-2783

Aneta O'Rose - Banana Republic
(610) 416-9158