

Diana Krawczyk

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Braintree, MA

Summary

Enthusiastic recent college graduate with a passion for problem solving and aiding others through their technical problems. Eager to step into the world of hands-on IT experience gaining and learning of new skills. Motivated to learn, grow, and excel in the industry. Persistent to see a problem through to completion. Worked in customer service for 4 years at a fast paced environment.

Experience

Front Desk/Hostess

Dave and Buster's, Inc • Braintree, MA
07/2019 - 11/2020

- Cashier/customer service for the arcade, host for the restaurant.
- Answered the phone in a professional and friendly manner.
- Maintained friendly and courteous demeanor while providing fast and efficient service to customers.
- Supervised and trained new personnel in various front desk/host tasks and duties.
- Worked flexible schedule to meet the needs of the business.
- Operated register, handled cash and processed credit card transactions.

Waitress/Server

Dave and Buster's, Inc • Braintree, MA
11/2016 - 07/2019

- Handled high volume of customers regularly.
- Remained in control and maintained composure during high volume situations.
- Anticipated and met needs and expectations of guests, then go one step further.
- Managed cash and credit orders. Set up payments by POS.
- Coordinated with front-of-house and back-of-house teams to maximize efficiency

Recognitions

- Awarded employee recognition award four times.

Education

Information Technology

University of Massachusetts at Boston • Boston, MA
12/2020

- Graduated summa cum laude (3.95GPA)
- Dean's list all four years

Braintree High School • Braintree, MA
06/2016

- Diploma
- 3.7 GPA

Skills

- Basic Computer Skills
- Troubleshooting
- Active Directory
- Customer Service
- Web Design
- System/Network Administration

- Python/HTML/CSS
- VMWare/VirtualBox
- Flexible & Adaptable
- Problem Solver

- Powershell/Bash
- MS Office
- Attention to detail
- Fluent in Polish