

Masen Toplak

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EXPERIENCE

CUSD 426, Kirkland IL — *Summer Technology Assistant*

May 2022 - Present

Repair student and faculty devices, facilitate onboarding for managed devices, managing the development of internal tooling, and ensure adherence to acceptable use policies regarding student devices.

Kohl's, Dekalb IL — *Sales Associate*

Sep 2023 - Dec 2023

Guide customers with tailored recommendations, handle transactions efficiently, maintain appealing displays, resolve inquiries promptly, and foster team collaboration.

Sorrento's Restaurant, Maple Park, IL — *Busser*

Oct 2021 - May 2022

Ensure inviting atmosphere, collaborate with team members, maintain professionalism, promptly attend to needs, and efficiently reset tables.

Sorrento's Restaurant, Maple Park, IL — *Dishwasher*

Apr 2021 - Oct 2021

Maintain sanitation standards, collaborate seamlessly with kitchen and wait staff, promote operational efficiency, and ensure cleanliness of cooking surfaces.

PROJECTS

Kirkland Fire Department Website

kirklandfire.com

Crafted a robust website for Kirkland Community Fire District, commemorating fallen heroes, showcasing action-packed imagery, and streamlining recruitment with an integrated job application form and donations system.

SKILLS

Customer Service Excellence

Proven track record of exceptional service, adept at fulfilling customer needs with a friendly demeanor.

Team Collaboration

Strong team player, fostering positive relationships and contributing to a harmonious work environment.

Attention To Detail

Meticulous in tasks, ensuring accuracy in transactions and maintaining well-organized displays.

Adaptability

Highly adaptable, thriving in fast-paced environments and managing multiple responsibilities effectively.

Communication

Excellent verbal and written skills, interacting with customers and colleagues courteously.

Problem-Solving

Proficient in addressing challenges creatively to ensure customer satisfaction.

EDUCATION

Hiawatha High School

Kirkland, IL — Graduation Expected May 2024

