

# 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](http://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