

**Joseph Brozinski**  
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## **Statement**

I am looking to join a team where I can utilize my Full Stack Development skills alongside my Management and Customer Service skill sets.

## **Education**

### **BA Architectural Design**

University of Colorado, Boulder, School of Architecture and Planning

### **Minor in Business Administration**

University of Colorado, Boulder, Leeds School of Business

### **Full Stack Developer Certificate**

University of Denver

## **Skills**

Node.js Servers, MySQL, Bootstrap, AJAX, jQuery, Git  
Management, Organization, Communication

## **Work Experience**

### **Warranty Manager**

K2 Residential Solutions 8/19-Present

- Oversee and Manage the Warranty Department.
- Transition the Warranty Department from paper documentation to cloud based digital documentation.
- Create SOPs for digital documentation, and record keeping for Warranty claims.
- Resolve customer warranty requests by managing, coordinating and directing subcontractors.
- Assure construction was completed to spec. Photograph and document completion of projects and upload to cloud.
- Extensive and professional customer service provided to elite customer base making luxury purchases.
- Expert knowledge of Product Warranty stipulations and clauses
- Ability to interpret procedural manuals, safety document and warranty information

### **Home Renovator/ SAHP**

Englewood, CO 5/16-8/19

### **K-12 Teacher**

Englewood Schools 8/13-5/16

- Speaking in front of groups
- Communicating and teaching groups new concepts.

### **Customer Service Assistant Team Lead (Microsoft Account)**

Alpine Access/Sykes 03/11-4/13

### ***Awarded Outstanding Customer Service***

- Professional demeanor and deliver while interacting with customers over the phone and via online chat
- Excellent Customer Service Skills
- De-escalating upset, combative and/ or hostile customers
- Paper trails and extensive documentation
- Microsoft Office Suite
- Work independently offsite