

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