

Joseph Brozinski
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Statement

I am looking to join a team where I can utilize my JavaScript Development skills.

Work Experience

Warranty Manager

K2 Residential Solutions 8/19-Present

- Transition the Warranty Department from paper to digital.
- Create SOPs for digital documentation, and record keeping for Warranty claims.
- Resolve warranty requests by managing, coordinating and directing subcontractors.
- Assure construction was completed to spec. Photograph and document completion of projects and upload to cloud.

Home Renovator/ SAHP

Englewood, CO 5/16-8/19

- Coordinated and executed projects with multiple contractors
- Drywall, Hardwood Flooring ,Kitchen Cabinets, Sinks, Counter Tops, Plumbing, Insulation, Paint, Framing, Demo

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
- Expert knowledge of Product Warranty stipulations and clauses
- Ability to interpret procedural manuals, safety document and warranty information
- Work independently offsite
- Paper trails and extensive documentation
- Microsoft Office Suite

Education

BA Architectural Design

University of Colorado, Boulder, School of Architecture and Planning

Full Stack Developer Certificate

University of Denver

Skills

Warranty Service (2 years), Customer Service (2 years), Conflict de-escalation, Work independently offsite, Written and verbal communication, drywall, floors, counter tops, sinks, plumbing, insulation, framing, bath, demo, Extensive co-ordination and communication with contractors.