**ROOPAK KUMAR**

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**Education**

**Computer Information Technology** Expected Graduation Date: December 2018

*Brigham Young University - Idaho*

* GPA: 3.5
* Relevant Coursework: Web Frontend Development, System Security, Operating System 1 (Linux), Operating System 2 (Windows), Database Design and Development, Networking, Object Oriented Programming.
* Significant Projects: Created a Network in packet tracer that could handle up to 1000 hosts, created a Website which shows the weather report.

**Associates of Science in Business­­**

**Certificate in Accounting**

*LDS Business College* Graduation Date: April 2016

* GPA: 3.8

**Skills**

|  |  |  |
| --- | --- | --- |
| * Java | * HTML | * Java Script |
| * Microsoft Office * SQL | * Linux * Communication | * Windows |

**Work Experience**

**Online Pathway Support** October 2017 to Present

*Pathway Connect*

* Identify Pathway students’ needs, clarify information, research every issue and provide solutions and/or alternatives.
* Keep records of all conversations in our database in a comprehensible way as well as
* Meet personal/team qualitative and quantitative targets.

**Teller I & Teller II**  September 2016 to August 2017

*Zions Bank*

* Account services – receiving deposits, loan payments, cashing checks
* Cross-sell - answering inquiries, notifying customers of new services and product promotions
* Closing accounts, taking orders for checks, exchanging foreign currencies, and completed safe-deposit box procedures

**Financial Aid Services / Student Accounts** July 2014 to December 2015

*LDS Business College*

* Create CRS (Cash Summary Report), verifying entries, and comparing system reports to balances
* Process student payments and match with supporting documents for approval

**Customer Service Representative** May 2013 to November 2013

*Jabong.com*

* Customer service – console irritated customers
* Responsible for handling major vendors – answering phone calls and taking orders
* Receive written and verbal message to ensure they get to the appropriate destination