

# Lawrence Kocaj

Scarsdale, NY 10583 | 914-806-5894 | Lawrencecej@gmail.com

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## Summary

**Reliable and flexible hard worker ready to learn and contribute to team success.** I am efficient and confident in both customer service and computer technology. I am highly motivated to continue learning and improving my craft. My goal is to obtain a career where I can utilize my computer and exceptional interpersonal and communication skills to resolve issues and deliver exceptional customer service. My goals are to work towards continued personal and professional development and contribute towards the prosperity of the organization.

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## Skills

- Proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint, and Teams)
- Customer service-oriented
- Team player
- Adaptability and able to work under pressure
- Data Entry and Integrity
- Pleasant demeanor
- Critical thinking
- Open Mindedness

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## Experience

**Associate** | 12/2021 – Present

**Front-line Anti Bribery LLC – Norwalk, CT**

- Managing Contactually CRM
- Responsible for outreach to clients
- Communication of value of services and responding to inquiries
- Preparing and communicating contract terms

**DELIVERY DRIVER** | 03/2013 - 09/2017

**Candlelight Inn - Scarsdale, NY**

- Located and selected merchandise to verify against delivery sheet specifications.
- Conferred frequently with dispatch to meet delivery schedule targets and incorporate late adjustments.
- Delivered exceptional customer service in all interactions to promote satisfaction and maintain company loyalty.
- Responsible for loading, transporting, and delivering items to clients or businesses in a safe, timely manner.

**ASSISTANT, GOLF OPERATIONS** | 2012

**Scarsdale Golf Club – Scarsdale, NY**

- Responsible for assisting club members and guests to assure a smooth transition on and off the course.
- Primarily responsible to provide service to members: efficiency of cart loading, cart cleanliness, staging, and storing.
- Providing the highest level of professionalism and customer services for Members and Guests on and off the course

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## Education and Training

**Edgemont High School - Scarsdale, NY | High School Diploma**  
06/2012

**Concordia College - Bronxville, NY | (No Degree)**

**Adult Continuing Education (Westchester Community College):**

- Writing and Research
- Financial Accounting
- Computer Information Systems
- Marketing
- Business Organization and Management

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## Additional Information

Interested in various IT support and programming related careers, including Web Development.