**Marek Judka**

(224)-388-1565

judka.marek01@gmail.com

EDUCATION

Moraine Valley Community College - Palos Park, IL

Associates in Science, *December 2022*

Lewis University - Romeoville, IL

Bachelors in Information Technology, *expected December 2024*

WORK EXPERIENCE

CarMax Inventory Associate - Tinley Park, IL

March 2021 - May 2021

* Inspecting vehicles to discover potential defects.
* Assisting in the vehicle transportation process.
* Helping customers navigate vehicle inventory.

Geek Squad Consultation and Repair Agent - Burbank, IL

May 2021 - November 2022

* Installing software, modifying and repairing hardware and resolving technical issues.
* Resolving clients’ issues in a clear, courteous, and straightforward manner.
* Demonstrating professionalism and courtesy with clients at all times.
* Identifying and solving technical issues with a variety of diagnostic tools.
* Resolving problems with malfunctioning products.
* Following up with clients to ensure optimal customer satisfaction.
* Remaining up to date on latest technologies and solutions applicable to company products.
* Researching, troubleshooting, and resolving complex problems independently.

IT Support Analyst Intern Bosch - Oak Brook, IL

June 2022 - Current

* Deploying and maintaining all user devices (laptops, desktops, phones, etc.).
* Performing imaging and setups of laptops and desktops for end-users and new employees.
* Performing testing and implementation of new technology.
* Working and cooperating with other team members and management as required.
* Providing support to business units to ensure smooth user experience with their devices.
* Performing level 1-3 support for users who experienced hardware or software issues.
* Working in a service management tool ticketing system to resolve user issues and document the process.
* Learning and creating basic level automations through Microsoft Power Platform

SKILLS

* Skilled multi-tasker
* Analytical and critical thinking
* Experience in Windows and Apple Products
* Customer servicing skills
* Troubleshooting skills
* Intermediate Programming in C/C++/Java