

MATTHEW LYJAK

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OVERVIEW

Experienced in customer service skills with an aptitude for problem solving. Four years of leadership and over twenty years of experience as an educator. Focused on finding complete solutions for customers and providing ultimate customer satisfaction.

SKILLS

- Interpersonal communication for both active listening and empathy
- Personal experience with IoT (smart lights voices activation, smart locks)
- Analytically Creative
- Technically savvy; both for hardware and software

EXPERIENCE

3/21-PRESENT

COMPUTER SERVICE TECHNICIAN, MICRO CENTER

- Tested and Diagnosed PC Issues
- Trained new service employees on store systems, key functions, and proper procedures
- Filed paperwork to ensure tracking of customer repairs and billing

9/18 – 3/21

SYSTEMS SALES ASSOCIATE, MICRO CENTER

- Qualified customers to determine the proper solution for their needs
- Attached profit-driven add-ons to maximize company's revenue
- Collaborated with team members to create a positive business culture

11/15 – 9/18

SERVICE DEPARTMENT MANAGER, MICRO CENTER

- Analyzed PnLS to determine business decisions.
- Devised workflow outlines and updated procedures to maximize output
- Increased the department's ranking from 8th to 1st during the first year of management

6/04-PRESENT

DRUMLINE INSTRUCTOR, COBB COUNTY HIGH SCHOOLS

- Determined appropriate positions for students to maximize success
- Created schedules for practices and chose focus points for each session
- Educated students on proper techniques and practices

EDUCATION

MAY, 2004

HIGH SCHOOL DIPLOMA, WHEELER HIGH SCHOOL MAGNET PROGRAM

- Advanced Studies in Math Science and Technology
- AP courses include: Physics, Electronics, and Robotics. Honors courses: Literature, History, Biochem, and Chemistry