

Myles Kovacs

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Knowledgeable programmer skilled in data collection, analysis and management. Works well under pressure and consistently meets deadlines and targets while delivering high quality work. Adept at maintaining records, employing company policies, and adapting to new situations. Good communicator and planner with strong judgment and critical thinking abilities. Eager to learn new skills and enter a different work environment.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Facilities Assigner

Frontier Communications - Sun Prairie, WI

June 2015 to Present

Entered details such as account information and call logs into the computer system.

- Responded to requests via telephone, chat, and email.
- Verified data integrity
- Worked directly with field technicians and sales representatives to ensure record integrity was maintained and customer's stayed in operational status.
- Troubleshooting to resolve customer submitted tickets
- Follow up on sales order requests to verify company capability and equipment available to provide service

Education

High School Diploma

Waterloo High School - Waterloo, WI

Skills

- DATA ANALYSIS
- USER INTERFACE
- DATA ENTRY
- PRODUCT TESTING
- Live Chat
- User Acceptance Testing

Assessments

Technical Support: Customer Situations — Proficient

June 2020

Responding to technical support situations with sensitivity.

Full results: <https://share.indeedassessments.com/attempts/00be1f3143ac866162fda8650d323598eed53dc074545cb7>

Working with MS Word Documents — Highly Proficient

June 2020

Knowledge of various Microsoft Word features, functions, and techniques.

Full results: <https://share.indeedassessments.com/attempts/4f9a2fda8266d3a2abd81c96a36ead82eed53dc074545cb7>

Business Analyst — Highly Proficient

June 2020

Analyzing information to solve business problems.

Full results: <https://share.indeedassessments.com/attempts/04d4742a1158d03e369c726c5f533173eed53dc074545cb7>

Written Communication — Proficient

June 2020

Best practices for writing, including grammar, style, clarity, and brevity.

Full results: <https://share.indeedassessments.com/attempts/eb1e4bc6aee6474c001141ac58f547d9eed53dc074545cb7>

Basic Computer Skills: PC — Expert

June 2020

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: <https://share.indeedassessments.com/attempts/e29a1484f389afaf61911f87973c8253eed53dc074545cb7>

Typing — Expert

June 2020

Transcribing text using a standard keyboard.

Full results: <https://share.indeedassessments.com/attempts/eedf166f24fb9c470707b5f74cbeefb0eed53dc074545cb7>

Technical Support — Highly Proficient

June 2020

Performing software, hardware, and network operations.

Full results: <https://share.indeedassessments.com/attempts/7f3cdf872d6181c958261c1977f13c50eed53dc074545cb7>

Programming Fundamentals — Familiar

June 2020

Designed by engineering managers and real-world employers, this test gives you hard data points to evaluate technical competency.

Full results: <https://share.indeedassessments.com/attempts/2af85e71c31da07559533d97d13409e2eed53dc074545cb7>

Call Center Customer Service — Expert

June 2020

Applying customer service skills in a call center setting.

Full results: <https://share.indeedassessments.com/attempts/7e5bfa5dc856c64cfd241bd166bb658eed53dc074545cb7>

Following Directions — Highly Proficient

June 2020

Following multi-step instructions.

Full results: <https://share.indeedassessments.com/attempts/8b1f9a65681022bc6acf1cd2b8caf9f3eed53dc074545cb7>

Verbal Communication — Highly Proficient

June 2020

Speaking clearly, correctly, and concisely.

Full results: <https://share.indeedassessments.com/attempts/2aff6a793ea1bc554640d4c833332a8deed53dc074545cb7>

Basic Maintenance and Repair — Highly Proficient

June 2020

Performing basic repairs and maintenance for apartment complexes, office buildings, and other facilities.

Full results: <https://share.indeedassessments.com/attempts/59506cbb2f087d9f59bf8df2a21bbb84eed53dc074545cb7>

Mechanical Knowledge — Expert

June 2020

Understanding and applying mechanical concepts and processes.

Full results: <https://share.indeedassessments.com/attempts/6767d47b461a850879505a9bf6311d7ceed53dc074545cb7>

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