

Sejohn Serowik  
[sejohnserowik@gmail.com](mailto:sejohnserowik@gmail.com) – 419-494-2976  
<https://sejohnserowikc29a.myportfolio.com/>

## **PROFESSIONAL CERTIFICATE**

### **Career Foundry**

*UI Design*

*October 2022 – September 2023*

- How to both create new branding from client needs as well as how to work with existing brand guidelines to create mobile and web applications.
- Basics of UX research and Testing
- Wireframing and Prototyping
- Figma and Adobe XD training

## **WORK EXPERIENCE**

### **Construct Connect**

Centerville, UT

*Customer Care Representative*

*February 2020 – October 2022*

- Investigated and solved customer questions for SaaS construction planning technology via written and oral communication.
- Created templates and best practice guides for Support Team to improve client interactions via phone and email.
- Documented questions and support queries for new and existing accounts using tools such as Salesforce and Microsoft Office Suite.
- Collaborated with Sales and Training departments to increase overall product adoption, usage, and satisfaction.
- Onboarded clients and created company standards to improve efficiency in planning, customer setup, training, and post-launch support.

### **Netflix**

Salt Lake City, UT

*Customer Support Specialist*

*January 2019 – January 2020*

- Solved unique customer questions in fast-paced environment.
- Built relationships through active listening to ensure customer satisfaction and retention.
- Collaborated and contributed within team to ensure new hires effectively managed time, completed essential tasks, and attained target metrics.

### **Amazon**

Salt Lake City, UT

*Inventory Associate*

*August 2018 – December 2018*

- Managed time in a fast-paced environment to complete essential tasks and ensure customer satisfaction.

Sejohn Serowik  
[sejohnserowik@gmail.com](mailto:sejohnserowik@gmail.com) – 419-494-2976  
<https://sejohnserowikc29a.myportfolio.com/>

**Elder Beerman**

Bowling Green, OH

*Men's and Home Department Manager*

*May 2017 – June 2018*

- Maintained internal organization across a variety of business objectives including loss prevention, staff retention, cash handling, inventory management, and customer satisfaction.
- Solved complex customer problems and built ongoing trusted relationships with returning clients.

**BGSU Department of Theatre and Film**

Bowling Green, OH

*Graduate Assistant*

*August 2012 – May 2017*

- Wrote and publicly presented humanistic research emphasizing analytical and critical thinking to generate new knowledge in the academic sphere.
- Provided ongoing education in classroom and training in practical applications for students.

**EDUCATION**

**PhD, Theatre (ABD)**

Bowling Green State University  
Bowling Green, OH

**MA, Theatre**

Bowling Green State University  
Bowling Green, OH

**BA, Theatre**

University of Rhode Island  
South Kingstown, RI