

Josh-Darren Ogalesco

Thorndale, PA 19372

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Work Experience

Service Desk Assistant Operator

Penn State University

October 2021 to Present

- Monitor incoming service desk tickets, track incidents, and troubleshoot issues
- Assist 10+ customers with technical issues daily
- Repair computers, laptops, and networks, with knowledge of all the hardware and software involved in a dormitory environment.

Seller

eBay

November 2020 to Present

- Responsible for all bookkeeping, shipping, public relations, purchasing and marketing and quality assurance
- Communicate with eBay customers on an on-going basis to answer questions, resolve disputes, provide further details about items for sale, and collect payments
- Maintain and uphold a 100% Positive Customer Feedback
- Observe and give close attention to monitoring budget variances and plans appropriate adjustment

Tutor

Kumon

January 2019 to March 2020

- Support 10-20 students by enhancing their reading, writing, and math skills
- Create resources specifically designed for each student's needs
- Record and evaluate each student's progress within the program

Coding Projects

Chatbot

- Implement a stateful contextual chatbot using PyTorch and NLTK

To-Do List App

- Develop graphical interface to-do list using tkinter that stores and manages data

Education

B.S in Information Sciences and Technology

Penn State University

August 2020 to Present

Skills

- Customer Service
Customer Satisfaction
Teaching
Problem-Solving
Time Management
Trainings
ServiceNow
DIMC
UML
ITIL
LANGUAGES
Java
C++
Python
C#
- XML
- SQL
- JavaScript
- C/C++
- MySQL
- HTML5

Languages

- English - Fluent

Links

<http://www.linkedin.com/in/josh-ogalesco>