

ADAM FRANKOWSKI

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EDUCATION

Indiana University, Bloomington, IN

Bachelor of Science in Informatics

Cognate: Business

Minor: Marketing

May 2020

Cumulative GPA: 3.2

Major GPA: 3.5

Technical Skills

- Programming Languages – HTML, CSS, Python
 - Databases – Excel, MySQL, PHP
 - Applications – AndroidStudio/Java
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Work Experience

Customer Service Delivery Tech Expert **Asurion** **June 2019 to August 2019**

- Provided in-person device setup and tech support for customers' smart phones
- Trained new employees to enhance rapport and technical skills during appointments

Delivery Driver **Jimmy Johns** **May 2019 to August 2019**

- Provided excellent customer service; task included taking orders, making and delivering product, as well as maintaining a clean work environment
- Trained other team members on up-selling products

Warehouse Picker **Amazon** **May 2018 to August 2018**

- Built rapport with managers and learned the importance of placing the customer first
- Trained other team members on various processes in a fast-paced environment with a focus on attention to detail

Sales Representative **Vector Marketing** **May 2017 to December 2017**

- Developed connections through networking and cold-calling to build a solid foundation of 50+ loyal customers
- Achieved over \$15,000 in personal sales throughout tenure
- Top Ten Sales Rep in the state for the month of June in 2017
- Organized and lead meetings with a sales team of 20 members

Cart Attendant/Groundskeeper **Stoney Creek Golf Club** **August 2014 to August 2016**

- Responsible for cleaning and maintaining 70+ golf carts
 - Provided customer service tasks such as accepting fee payments, organizing tee times, and merchandise sales
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Extra-Curricular Activities

Member/Sustainability Chair **Phi Sigma Kappa** **December 2017 to Current**

- Volunteer at philanthropic events to aid the local community, both on-campus and off-campus
- Implemented a recycling program which created a relationship with local business to gain funds for our chapter

Parish Member **Holy Spirit at Geist Parish** **November 2014 to Current**

- Volunteer annually for the Thanksgiving Basket Drive where over 800+ families are helped