ADAM FRANKOWSKI

**10506 Saddlestone Drive, Fishers IN 46040 • afrankowork@gmail.com**

**EDUCATION**

**Indiana University,** Bloomington, IN May 2020

*Bachelor of Science in Informatics* Cumulative GPA: 3.2

**Cognate**: Business Major GPA: 3.5

**Minor**: Marketing

**Technical Skills**

* Programming Languages – HTML, CSS, Python
* Databases – Excel, MySQL, PHP
* Applications – AndroidStudio/Java

**Work Experience**

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| **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

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| **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

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| **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

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| **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

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| **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

**Extra-Curricular Activities**

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| **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

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

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