

# DEREK MARASZEK

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## Statement

Detail-oriented professional with lifelong computer experience and eight years in healthcare operations and customer service. Skilled in troubleshooting, clear communication, and precise documentation to support efficient workflows and user satisfaction. Certified in Google Project Management, bringing strong organizational and note taking abilities to every task. Recognized for internet support and technology.

## Skillset

Problem Solving, Project Management, Communication, Multitasking, Organizational Timely Prioritization, Root-Cause Analysis, Technical Support, Working Collaboratively

## Technology

Google Suite, Microsoft Office, Microsoft Teams, Agile, JIRA, Trello, Adobe Photoshop, Video Editing, Computrition, EPIC, Confluence, Gnatt Charts, Kanban, Windows 11 OS

## Experience

### Cottage Hospital • Dietary Clerk • 2015–2023 • Goleta, CA

Assisted in record keeping, preparation, and delivery of patient meals, ensuring accuracy and timeliness according to dietary guidelines. Utilized software like Computrition and Epic systems for daily operations. Maintained cleanliness and organization in the kitchen, upholding health and safety standards while adhering to HIPAA and other regulations with annual retraining. Communicated effectively with kitchen staff and nursing teams to consistently meet patient requirements, reviewing historical data for accuracy. Maintained a high level of satisfaction from patients, staff, and management. Assisted with monthly and initial staff training requirements. Produced presentation materials for team-building. Recognized as a key resource for technical support, resolving issues, providing guidance, and handling escalations. Participated and contributed to hospital-wide strategy and initiative meetings to increase department efficiency and reliability.

### Signature Flight Support • Line Service Technician • 2011–2015 • Santa Barbara, CA

Provided exceptional service towing and fueling private jets and aircraft, ensuring a seamless and efficient experience for elite clientele. Maintained airport equipment and completed necessary paperwork with accuracy and timeliness. Upheld a high standard of professionalism.

### Maravilla Senior Living • Waiter & Host • 2005–2010 • Goleta, CA

Demonstrated exceptional customer service and time management skills as both a waiter and dining room manager. Maintained a friendly rapport with customers and guests. Supported fellow waitstaff during busy periods and high-demand situations.

## Education

Coursera Project Management: Professional Certificate • 2024

Santa Barbara CC : Project Management • 2007

Dos Pueblos High School • 2002–2006