KEVIN STOJDA   
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SUMMARY   
  
Over 16 years of success in managing customer service   
operations. Detail-oriented with strong communication and motivational   
skills.   
  
WORK HISTORY   
  
May 2000   
to   
Apr 2012   
  
Customer Service Manager   
Fountain Factory, Inc.   
Bloomfield, Connecticut   
  
Manage and coordinate customer service for a natural stone products company.   
  
•Coordinate a staff of three employees involved in order processing and shipping.   
•Attended 25 National and International trade shows annually providing hands on customer service.  
•Manage call center with customer orders, inquiries and trouble-shooting/help desk.   
  
Sep 1996   
to   
Apr 2000   
  
Receiving Manager   
American Textile Machines, Inc.   
Bayshore, NY.   
  
Receiving Manager for a company that imported/distributed textile machinery.   
  
•Processing of import/export documentation, B/L, logistics and data entry.  
•Inventory management of spare parts department  
•Provide front desk customer care and support.   
  
EDUCATION   
  
Sep 1990   
to   
Jun 1996   
  
New York Institute Of Technology   
Greenvale, NY   
Bachelor Of Arts, Hotel And Restaurant Management   
  
•Received an award from the dean for a 3.7 GPA   
  
Sep 1986   
to   
Jun 1990   
  
Benjamin N. Cardozo   
Bayside, NY   
H.S Diploma   
  
SOFTWARE/SYSTEM SKILLS   
  
Proficient in the use of Microsoft Excel, Power Point and Word.