**MICHAEL LESNIK**

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**Education**

May 2011 **BOSTON COLLEGE CHESTNUT HILL, MA**

**CARROLL GRADUATE SCHOOL OF MANAGEMENT**

Candidate for Master of Business Administration degree, and President of Entrepreneurship club.

May 2004 **FAIRFIELD UNIVERSITY FAIRFIELD, CT**

Bachelor of Science degree in Economics. Dean’s list 7 of 8 semesters, Cum Laude, 3.6 GPA.

Study Abroad: University of Otago, Dunedin, New Zealand.

**Experience**

2010 **MYSTIC BASEBALL, LLC MYSTIC, CT**

**Interim Chief Operating Officer**

Successfully drove a start-up company to its mission of bringing a minor league style baseball team to Mystic, CT.

* Engaged local government agencies and selectman, non-profit organizations, and businesses to develop interest in having a team locally, and to evaluate viable sites.
* Initiated and held discussions with league representatives to generate interest in Mystic as a host city, and to secure a team.
* It is expected that a New England Collegiate Baseball league (NECBL) team will be playing on an upgraded facility in Mystic in 2011 (www.mysticbaseball.org).

2005-2009 **THE HARTFORD FINANCIAL SERVICES CO. WINDSOR, CT**

**Contact Center Manager**

• Managed team of 8-12 Customer Service Representativesfielding phone inquiries on The Hartford’s Retirement Plans, 529 College Savings Plans, Annuities, and Offshore Product.

• Implemented procedural, product, and tax law changes into departmental workflows.

• Interviewed candidates, organized training, reviewed calls, provided rewards for performance, and addressed performance issues to ensure exceptional quality of service.

• Made decisions on escalated issues by balancing the customer’s interests and The Hartford’s.

• Introduced sharing of best practices and increased team productivity by 20%.

**Team Captain**

• Researched and resolved exceptional and/or escalated issues for 80 team members and management leading to closure of outstanding tasks.

• Acted as liaison between Management, Customer Service Representatives, and other departments, enhancing business relationships to transparently resolve service related issues.

**Customer Service Specialist**

• Assisted Participants with Hartford 401(k) products; loans, withdrawals, financial transactions, taxes, website.

2004-2005 **COASTAL CABINETS AND MILLWORK NIANTIC, CT**

• Performed an independent research project to investigate the possible reallocation of labor and capital resources from a custom basis to production of more homogenous products.

**Technical** MS Office (Word, Excel, PowerPoint), OMNI, Power Image, Some html experience.

**Licenses** Series 6 (expired)

**Activities** United Way volunteer, Surfing, Skiing, Golfing, Running, Hockey