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# FILIP MANJENCIC

## EDUCATION

**SOUTHERN NEW HAMPSHIRE  
UNIVERSITY**  
GPA: 3.7

**Manchester, NH**

**Bachelor of Science (B.S.)**

**Computer Science Candidate**  
**(Expected graduation Sep 2021)**

### **Awards & Honors**

Dean's List 2020

### **Extracurricular Activities**

Runs with Wolves Sanctuary  
Volunteering

## ADDITIONAL SKILLS

Microsoft Word

Microsoft Excel

Excellent and Professional Inter-  
personal Communication

Strong Work Ethic

Efficient Multi-tasker

## EXPERIENCE

### SERVER

***Seadog Brewing Co., South Portland, ME / Jun 2019 - Present***

- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Collect payments from customers.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Take orders from patrons for food or beverages.
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Prepare checks that itemize and total meal costs and sales taxes.

### CUSTOMER SERVICE REPRESENTATIVE

***Planet Fitness, Westbrook, ME / Jul 2014 - Nov 2019***

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.