

Gary Ratkovich
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Determined individual seeking to grow within a company long term. Willing to apply the necessary skills to succeed upon company requirements. Hard working, consistent, reliable. Adapt to change with ease.

Skills

- Customer Service
- Excellent Communication Skills
- Technical Support
- Attentiveness
- Able to multitask
- Positive Attitude

Experience

Technical Support Consultant

Alorica – Pittsburgh, PA 15205
January 2019 to Present

- Provide technical support to users of financial proprietary software
- Prepare and install encryption software on Window PCS and Mac Software
- Troubleshoot user's WiFi, outlook email, and various internet browsers
- Document work in Service Now ticketing system
- Answer high volume calls daily

Line Cook

Silky's – Pittsburgh, PA 15224
April 2017 – January 2019

- Prepared ingredients per restaurant requirements
- Followed food health and safety procedures
- Kept work area clean and sanitized
- Able to work in a fast paced environment

Teacher Counselor

Pressley Ridge – Pittsburgh, PA 15214
June 2014 – July 2016

- Provided care for clients with special needs and autism
- Administered medications
- Followed treatment plans
- Monitored and documented clients' progress on treatment goals

Evaluator Clinician

UPMC – Pittsburgh, PA 15213

March 2005 – March 2013

- Performed psychiatric interviews in an emergency room setting
- Worked in an interdisciplinary team with to develop disposition plans
- Made the appropriate referral for outpatient mental health services or facilitated an inpatient admission
- Worked with various insurance companies to obtain a pre-certification authorization for inpatient admission

Education**Masters degree, Psychology 2001**

Shippensburg University

Shippensburg, PA 17257

Bachelor's Degree, Psychology 1998

Edinboro University

Edinboro, PA 16412