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| **J FEUSTEL** | | | **824 Security Dr. A205**  **Fond du Lac WI 54935**  **360.286.9210**  **JFeustel@gmail.com** |
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| **Summary of Experience** | | | |
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| Skilled in computer software, communications, product user interaction, problem solving, and new technology applications. A solid team leader in sales and marketing. Trained as customer care representative and shift manager with experience in database manipulation and personnel leadership. Self-trained AutoCAD drafter. Worked as exterior roofer and painter. | | | |
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| **Education** | | | |
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| Sep2013 to  Present | University of Wisconsin – Oshkosh, WI Graduation: May 2016 Computer Science majorTraining:Visual BASICAssembly LanguageObject-Oriented Design and Programming (Java)  * Digital Instrumentation * Networking and Data communication | | |
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| Related Skills: | Self-taught skills in Python, Android application development, Arduino and Linux. Skilled in AutoCAD, Microsoft Office tools (Word, PowerPoint, and Excel), Adobe Photoshop and Windows operating systems. | | |
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| **Employment** | | | |
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| Jan2012 to  Present | **Pick ‘n Save**, Fond du Lac, Wisconsin**Cashier and Trainer**: Responsible for sales and inventory. | | |
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|  |  Excellent customer service and attitude. **Result:** On numerous occasions, customers have specifically praised work ethic to manager. | | |
|  |  Top cashier in speed and accuracy. **Result:** Awarded pay compensation for exceptional performance. | | |
|  |  Trainer and technical expert for cashier computer system. **Result:** Frequently asked to assist cashiers and supervisors with computer problems. | | |
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| 2010 to  2012 | **IBM Manpower**, Bremerton, Washington**Supervisor**: Directed and assisted 30 tech support agents. | | |
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|  |  Excelled in handling complex accounts and challenging technical issues. **Result:** Recognized by supervisor and co-workers as the technical expert for customer problems.   As a supervisor, approved large account and billing adjustments. **Result:** Saved company money through proper account adjustments. | | |
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| 2008 to  2010 | **Tighe Roofing**, Fond du Lac, Wisconsin**Auto CAD Drafter and Roofer**: Responsible to owner for roofing AutoCAD designs, to supervisor for roofing large commercial and manufacturing facilities. | | |
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|  |  Self-taught AutoCAD software and design. **Result:** Created from scratch the company’s roofing drawing and insurance database.   Quickly earned supervisor’s trust to drive company trucks, use torches, and carryout complex projects. **Result:** Praised by management personnel and shift supervisor as the most reliable employee. “A quick learner.” | | |
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| 2007 to  2008 | **TeleTech**, Bremerton, Washington**Customer Care Representative**: Responsible to the operations supervisor for corporate and government accounts. | | |
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|  |  Supervisor’s right hand man for complex accounts and challenging technical issues. **Result:** Solved direct connect phone issue for large construction company which plagued customer from onset of service. Saved customer from canceling service due to improper phone setup.   Grasps complex concepts quickly and is able to apply them with accuracy and decisiveness. **Result:**  Achieved the highest scores in Ensemble, iConnect, and database training.   Sought out for innovative ideas and problem solving, especially for status quo improvements. **Result:** Pioneered way to use online accounts to research and analyze customer business problems. | | |
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| 2006 to  2007 | **Papa Johns**, Bremerton, Washington; **Hardees**, Fond du Lac, Wisconsin  **Cashier and Cook**: Responsible for in-store operations. Trained to be manager.  On-call employee, responding rapidly to high customer volume and other needs for in-store workers. **Result:** Praised for reliability and demonstrated responsibility. Routinely called by regional manager to provide counter and/or drive-thru support. | | |
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| 2006 | **Liberty Tax Service**, Fond du Lac, Wisconsin **Sales Representative**: Responsible for advertising and selling tax services during peak tax season.  Increased advertising visibility by positioning personnel and signs in high traffic areas during peak traffic times. **Result:** Supervisor immediately implemented concept across entire business requiring changes in operating hours and increased sales. | | |
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| 2004 to  2005 | **AMC Theaters**, Silverdale, Washington  **Usher/Concession Sales**: Responsible for restocking supplies, ushering, and concession sales.  Worked early mornings on weekends and extra hours during the week to document and rotate inventory. **Result:** Reliable for inventory issues and able to load large shipment without errors. | | |
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| **Continuing Education:** | Blackberry Tech and Hybrid Phones, TeleTech, Bremerton, WA, 2007  Trained in Bluetooth, wireless cards and modem operation, TeleTech, Bremerton, WA, 2007. | | |