**Joshua Rakoski**

Blacksburg, VA josh35100@gmail.com linkedin.com/in/joshua-rakoski 434-218-9701

**Professional Summary**

Motivated and passionate self-starter with experience in Customer Relations, Technological Troubleshooting, Computer Programming, and Financial Statements. Currently pursuing a BS in Finance. Proven ability to work in fast-paced environments and provide a high level of service to clients.

**Skills**

* MS Office, Word
* Excel, PowerPoint
* Google Cloud
* WordPress
* Adobe Photoshop
* HTML/CSS
* C++, Java
* Figma
* Visual Basic
* Canva
* Financial Analysis
* GitHub

**Professional Experience**

**Project Coordinator** March 2022 – Present

Cabo Fish Taco – Blacksburg, VA

* Streamlined the vendor ordering process to provide a more informative method to compare vending pricing, resulting in food cost savings and over 3 hours of labor per week.
* Implemented a more professional customer facing draft and tequila menu. Resulting in more accurate drink menus for customers.
* Ensured a high attention to detail when reviewing and proofing customer facing drink and food menus.
* Think critically to resolve technical issues with Godaddy email and hosting, Microsoft 365, and Windows.
* Researched and implemented a new remote access software that allows technology to run more efficiently resulting in labor hour and trip cost savings.

**Founder and Owner** January 2022 – Present

Simpligeek LLC – Blacksburg, VA

* Established a successful software development process that ensure quality customer service and saves over 2 hours per week in administrative duties.
* Think critically to solve customer Domain Name Service issues, hosting issues, and email issues. This ensures the smooth operation of their business.
* Utilize Google Cloud Platform to provide customers with peace of mind through Managed WordPress Hosting.
* Utilized Fiverr, Dribbble, Google Search Engine Optimization, and other digital platforms to grow to a run rate of $20,000 over the past 14 months.
* Excellent verbal and written communication when providing prospective customers with Web Design and Hosting consultations.

**General Manager September** 2020 – February 2022

Chipotle – Blacksburg, VA

* Control Cost of Goods Sold and Maintenance in a $4 million per year business to ensure a target profit margin of 20% to 30%
* Work collaboratively with my team to manage a staff of 50+ employees.
* Work opening and closing shifts with staff to lead by example and properly train my team on both sides of the business.
* Think critically to hire, train, and promote staff to suit business needs.
* Served in prior positions such as Apprentice, Service Manager, Kitchen Manager, and Crew

Education

**Bachelor of Science in Finance** Expected Graduation: October 2023

Southern New Hampshire University – Manchester, NH

Relevant Coursework:

www.simpligeek.com

I’d like you to pay particular attention to the how to write impactful bullets and key attributes sections:

**--Delete all below but keep as part of your master resume as a reference--**

**Bullets**

* CREATES accomplishment-focused bullet points starting with ACTION VERBS
* INFORMS the employer not only what you have done professionally, but also what you are capable of doing in the future
* Use quantifiable accomplishments when possible
* Use the Job Description to help guide your bullet customization with the Knowledge, Skills, Abilities and Attributes the company is looking for
* Only include relevant and significant details and Success Stories
* Professional experience should be designed to impress the hiring manager of the job you are applying for
* What is it about you and your work here that would relate to the job you’re applying for that would make a hiring manager stop at this part of your resume and reach for the phone?

**How to Write Impactful Bullets:**

Formula to help job seekers conceptualize and create impactful accomplishment statements in their resumes:

**(Action Word + Task) + Result = Bulleted Statement**

Examples:

* Prioritize *{Action Word}* multiple tasks in a fast paced environment *{Task})* to meet weekly deadlines *{Result}*
* Collaborate *{Action Word}* with multidisciplinary healthcare team *{Task}),* optimizing patient care and outcomes *{Result}*
* Used *{Action Word}* an excel spreadsheet *{Task})* to organize and interpret data, identifying daily goals met and missed *{Result}*

Source: <https://community.naceweb.org/blogs/garrett-secor/2019/07/09/aw-t-r-bs>

Resource for Action Verbs: <https://careersidekick.com/words-for-resume/>

STAR format for bullets (and can be used for answering questions in an interview):

S stands for **situation**: The situation/backdrop/context of your contributions

T stands for **task**: The actual task that was assigned to you

A stands for **action**: The strategy you used to execute the assigned task

R stands for **result**: The result/outcome of your action in the form of an achievement figure

**Key attributes valued by employers:** You can use these concepts to help develop bullet points. Do not copy and paste these into your resume as they are designed to get you thinking of examples from your experience that highlight the following concepts:

Excellent verbal and written communication skills

Able to get perspective and think critically to bring solutions to challenges

Able to synthesize and apply information to continually improve projects and support the mission of the company

Able to work collaboratively in team environments and self-directed activities

Able to explain complex information in an easy to understand way.

Able to prioritize work in a fast paced dynamic work environment.

Demonstrated ability to think critically and be a problem solver.

**Resume Customization**

It is critical that you customize your resume for each position to which you are applying. This is a great, and short, article outlining the importance of resume customization: <http://workcoachcafe.com/2014/04/01/5-reasons-why-you-should-customize-your-resume/>

And here is an article that shows you how to do it: <https://www.topresume.com/career-advice/customize-your-resume-to-stand-out>

Here’s the tool I use to check out your match rate % results: [www.jobscan.co](http://www.jobscan.co)

Copy and paste your resume into the resume area, do the same for the job description and hit the Scan button. Scroll down to see the keywords you’d need to work into your resume.

**Light bulb bullet point:**

It’s a bit over the top but if we were to use the example of “I changed a light bulb” on a resume, it could be written like this:

Single-handedly managed the successful upgrade and deployment of a new environmental illumination system with zero cost overruns and zero safety incidents.

Or this:

Filed papers

vs.

Organized 100+ employee documents a month to ensure compliance with employment law and successfully passed the annual audit for all three years in the role

Learning to craft your bullets does take time. In the example above it takes a menial task and shows off not only some other attributes, but also that you are capable of thinking critically about what you do and the things you keep in mind while performing your job.