

Kevin Slawinski

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KEY SKILLS

Adaptable
Analytical
Detail-oriented
Effective communicator
Efficient
Empathetic
Flexible
Highly responsive
Open-minded
Organized
Solution-oriented

TECHNOLOGIES

Active Directory
BMC Remedy ITSM
Citrix XenApp
Internet Information Services
Network troubleshooting
Microsoft Office
Microsoft SQL Server
Microsoft Windows Desktop OS
Microsoft Windows Server OS
Okta
Salesforce.com
VMware

EDUCATION

Kent State University | Dec 2014
BBA, Computer Information Systems
Certifications
Certified ScrumMaster (CSM) - May '23
ID# 1784994 - Scrum Alliance, Inc

PROFESSIONAL EXPERIENCE

PROGRESSIVE INSURANCE – MAYFIELD VILLAGE, OH

IT Service Desk Specialist

January 2022 – Present

- Provides front-line IT support to employees and insurance agents
- Handles requests via phone, email, and ticketing system
- Demonstrates a strong work ethic via excellent metric-based results
- Displays leadership by running daily stand-up meetings
- Proactively seeks process improvement through collaborative efforts

MRI SOFTWARE – SOLON, OH

Client Success Manager

March 2020 – December 2021

- Acted as a client advocate and liaison for 20+ external accounts
- Collaborated with account managers to manage end-to-end client relationships
- Effectively communicated to a variety of audiences, including C-suite executives
- Escalated issues to appropriate teams across the organization
- Helped prioritize work based on criticality
- Provided consistent stream of updates to clients and key stakeholders

Technical Support Manager

March 2017 – February 2020

- Continuously updated account managers on key client issues
- Reliable and trusted resource for product teams, providing valuable client feedback to improve upcoming and released products
- Became directly responsible for a team of six support agents
- Analyzed metrics to create solutions resulting in decreased call volume
- Created and implemented new hire training plans
- Crafted and approved marketing messages for mass distribution
- Collaborated with internal teams to create, test, and deliver a unique software tool for the customer service team
- Established procedures that improved project efficiency for consultants

Technical Support Agent

January 2015 – February 2017

- Remotely supported customers by taking in-bound phone calls and managing online help tickets
- Maintained “least privilege” access policies for both on-premises and SaaS software solutions
- Trained and mentored new peers throughout and beyond the on-boarding process
- Took responsibility to deeply understand the deployment of enterprise-level applications

KENT STATE UNIVERSITY – KENT, OH

Computer Repair Technician

May 2011 – December 2014

- Provided hardware and software support to students and staff
- Became Apple and Dell certified in computer hardware repair