



# KRISTINA MARIE LAGASCA

## PROFILE

Dedicated individual looking for an opportunity to contribute many years of sales experience, while utilizing technical knowledge from bachelor's degree in Computer Science and Information Security. Team player with strong technical proficiency and commitment to excellence, possessing strong skills in detail-orientation, communication, and problem-solving.

## CONTACT

WEBSITE:  
[kristinalagasca.com](http://kristinalagasca.com)

EMAIL:  
[kristinalagasca@gmail.com](mailto:kristinalagasca@gmail.com)

## AREAS OF EXPERTISE

- Sales
- Customer Service
- Office 365 – Word, Power, Excel, OneNote, OneDrive
- Public Speaking
- Empathetic Communication
- Programming: C++, HTML, CSS, Javascript
- Windows 10, Mac OS, Linux

## WORK EXPERIENCE

### **Microsoft Product Advisor**

June 2016–Present

- Helping customers discover, buy, use, and love Microsoft technology solution and services that meet and exceed their individual expectations
- Provide world-class customer service to the customers and help them see what is possible with technology, ultimately empowering them to achieve more
- Illuminate product offerings and cross platform ecosystem integration through in-store experiences and learning engagements that build on increased utilization with devices that customers own and love
- Combine resources and join efforts with teammates to achieve store and company goals
- Feel empowered to engage with peers, store leaders, corporate and field team members in the development of innovative ways to make a larger impact in our customers' lives
- Teach Hour of Code and STEM workshops, for children, through numerous ways and provide a fun experience for them throughout the class so that younger generations are inspired to have a future career in STEM

## EDUCATION

### **John Jay College of Criminal Justice CUNY**

August 2015 – May 2019

Bachelor of Science – BS, Computer Science and Information Security

### **Molloy College**

September 2013 – May 2015

Bachelor of Science – BS, Biology (Pre-Medicine) Minor in Chemistry and Mathematics