

# Joe Pauker

154 Robert Place

South Plainfield, NJ 07080

610-573-3124

joe.pauker@live.com

## OBJECTIVE

I am a flexible, self-motivated student with excellent knowledge in software programming, leadership, industry, and customer service.

## EDUCATION

**Kean University, Union, NJ**

**GPA: 3.84**

**Expect Graduation 2020**

*Bachelor's Degree, Computer Science, Minor Mathematics*

**Triangle Tech, Bethlehem, PA**

**GPA: 4.00**

**Graduated 2010**

*Associates Degree in Specialized Technology, Carpentry and Construction Technology*

## COURSE WORK

**Data Structures, Computer Organization and Programming, Discrete Systems, Database Management, Computer Architecture and Assembly Language, Linear Algebra, Intro to Proofs**

## PROGRAMMING LANGUAGES

**Java, Assembly Language, HTML, PHP, MySQL**

## EXPERIENCE

**Part-time Customer Service Associate, Lowe's, Piscataway, NJ**

**September 2017-Present**

- ♦ Aid the company by any means necessary to accomplish goals via historical experience and knowledge
- ♦ Build expertise in promoting sales through proper product placement, product knowledge, and merchandising
- ♦ Master customer service skills by continuing to develop patience, clear communication skills and the ability to read customer needs

**Back-End Support Manager, Lowe's, Piscataway, NJ**

**January 2017-September 2017**

- ♦ Managed 20+ employees, across 5 departments, at a \$28million store
- ♦ Ensured groups consistently maintained high performance standards
- ♦ Resolved customer and employee conflicts

**Department Manager, Lowe's, Piscataway, NJ**

**March 2013-January 2017**

- ♦ Managed full department resets for spring and winter season
- ♦ Maintained departments to achieve best possible sales and customer experience
- ♦ Review weekly sales plans, vital stats and operational reports to keep aware of progress and inform department associates and upper management

**Delivery and Receiving Associate, Lowe's, Piscataway, NJ**

**March 2012-March 2013**

- ♦ Coordinate the receiving and delivery of company product, customer service and maintenance

**Carpenter, Kullman Building Corporation, Lebanon, NJ**

**October 2010-September 2011**

- ♦ Worked independently and with large, diverse teams to build and drywall modular dormitory units

## PROJECTS

**Online Banking**

- ♦ Design a mock online banking system coded with PHP, HTML and MySQL
- ♦ Create tables, insert, delete, and select statements
- ♦ Project Link: <http://eve.kean.edu/~paukerj/CPS3740/>

## SKILLS

**Project Management**

- ♦ Managed successful projects at a \$28million store, such as biyearly, overnight seasonal store resets
- ♦ Organized effective ways to accomplish projects, in a timely manner

**Management**

- ♦ Managed a diverse group of approximately 20 people for 4+ years to effectively meet sales margins
- ♦ Performed quarterly check ins and performance appraisals for all employees

**Self-Disciplined**

- ♦ Self-motivated employee, that seeks to do the best job possible
- ♦ Takes the initiative to self-teach through cross-training
- ♦ Prompt, eager to work, and learn new information

## HONORS AND ACHIEVEMENTS

- ♦ **Kean University:** Dean's List: 2017 – Fall / 2018 – Spring, Summer and Fall / 2019 – Spring
- ♦ **Triangle Tech:** High Honors all 4 semesters
- ♦ **Lowe's:** Mid-Year Employee Excellence Award: Summer 2018
- ♦ **Lowe's:** Manager of the Quarter: February 2015, June 2016
- ♦ **Lowe's:** Excellent Employee Award: 6 times over the past 6 years