

# Mark Timko

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## Profile

I aim to provide every resource I can to help and be available to those in need of assistance at the best communicative level. I intend to use all the time I can to aid difficulties that arise at any moment and solve the issues in a timely manner. I will also ensure that if a problem arises in the workplace, I will work with other members of my team to rectify the problem long term, rather than employing a quick fix and having the issue arise again soon after.

## Education

### **BACHELOR OF SCIENCE – COMPUTER SCIENCE | MAY 2023 | INDIANA UNIVERSITY BLOOMINGTON, BLOOMINGTON, INDIANA**

- Experience in use of HTML, CSS, C and Python
- Worked with others in the major constantly to meet deadlines and ensure quality work is produced
- Continuing to build knowledge of more languages as I progress through the degree path
- Attended Cybersecurity Club meetings and classes to become familiar with technology used in the field

### **GENERAL EDUCATION DEGREE | AUGUST 2017 | FISHERS HIGH SCHOOL, FISHERS, INDIANA**

- 4 years in leadership positions through speech and debate and the theatre program
- Involved in a large number of extracurriculars such as theatre, speech and debate, show choir, and sports broadcasting

## Skills & Abilities

- Experienced with working under deadlines
- Excellent interpersonal and communication skills
- Experience with iPhone, iPad, MacBook, Apple Watch, Apple TV
- Experience with Windows and Linux operating systems
- Quality time management
- Able to type at 60 WPM
- High adaptability to different work environments
- Willingness to learn about programs and equipment I am not initially familiar with

## Experience

### **FRONTLINE CONSULTANT | UITS INDIANA UNIVERSITY | JANUARY 2021 – JULY 2021**

- Work with students, faculty, and staff of all Indiana University campuses to solve issues presented to them by online services, classroom technology, and personal technology issues
- Provide excellent customer service to all members of the university, including those on the board of directors, deans, and tenured professors
- Work with individuals who are upset or have urgent issues and solve their problem in a timely manner

### **SERVER/BARTENDER | SUN KING BREWING COMPANY | JUNE 2020 – JANUARY 2021**

- Worked with customers on a daily basis to ensure their time spent is enjoyed and comfortable
- Able to de-escalate situations with individuals who may become agitated or upset at issues within the store or our products
- Obtained a distinct discretion to identify customers that need specific attention based on their needs, and escalate to a higher positioned person if required