

# Michael J. Zivat

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My Portfolio: <https://mjz-portfolio.netlify.app>

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I am a dedicated worker with excellent interpersonal skills. I have experience in clerical work, banking, security, customer service, sales, tech installation, and card production, and thoroughly enjoy the fast paced and critical thinking nature of the jobs. I am very eager to learn new skills, and always bring a great attitude and work ethic to the job. I feel I would be an excellent addition to your workplace and have confidence in my ability to exceed any expectations.

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## Employment

### **Fidelity Information Services (FIS) – Romeoville, IL July 2019 – Present**

Card Production Associate Specialist

(Vault: 2019-2022; Inserting/Quality Control/Final Inspection: 2022-Present)

I was hired as a Card Production Associate Specialist overseeing a team of 6 people, and have been a dedicated member of Production Management since. In the vault I was responsible for maintaining and balancing inventory and ensuring the accuracy of all picked jobs. I accomplished these tasks by managing the team effectively and efficiently and, when necessary, using critical thinking to find and correct any imbalance before the job left production. I proved to be very good at this and my team never had an external error in the three years that I oversaw the vault. In 2022 I was asked to oversee Inserting/Quality Control/Final Inspection because another lead had left and my supervisor had confidence in my ability to take on the new responsibilities. My current team consists of 8 people and represents the final stages of production. In this role I am responsible for ensuring all jobs are finished correctly and leave production on-time. This requires critical thinking/investigation and working more closely with the other leads in production to fix any errors that are discovered. In addition to my main responsibilities, I also assist the management team and operators with any front office tasks or minor PC issues.

### **Dish Network – Mokena, IL September 2018 to March 2019**

Installation Technician

At Dish Network I was responsible for installing and repairing satellite television equipment. I became proficient in installing the dish components, running cable through a residence, and installing/troubleshooting receivers and other equipment. I completed basic and advanced training in my time with the company.

**Vivid Seats – Chicago, IL September 2016 to July 2018**

Sales Agent, VIP Sales Agent, Supervisor

I began working as an Inbound Sales Agent on 9/26/16. and was quickly promoted to a VIP Sales Agent, which meant I was trusted with high value orders and more responsibilities. As an inbound sales agent my duties involved processing orders via telephone for potential customers and aiding them in searching for and selecting the best tickets for the event they wished to attend. I developed my interpersonal and sales skills and was quickly promoted to a VIP Sales Agent, which meant I was trusted with high value orders and more responsibilities. In August of 2017 I was promoted to Sales Supervisor, where I and my Assistant Manager oversaw a team of 4-8 agents. It was my job to monitor agent calls for quality and content and coach them in order to improve their efficiency as a sales agent. This included filling related forms and adding to a central database of call/agent information, and regular meetings with the agents of my team and my manager. Due to a restructuring of the company the Sales Supervisor position was eliminated but I was allowed to remain working for the company as a VIP Sales Agent.

**Monnie D's Pizza, Inc – Chicago, IL 2015-September 2016**

Manager

I was initially hired as a cashier and was promoted to manager after only three days. In my position as manager I supervise daily operations, maintain customer rapport and satisfaction, maintain social media representing the business, maintain and streamline POS (Point Of Sale) software, calculate and disburse employee payroll, train new cashiers, open and close the business, and am included in discussions regarding the direction and sales of the business. In addition to these I perform all the duties of a cashier: receiving and placing orders both in person and via phone call, balancing cash drawer, relaying orders to kitchen staff, and readying finished orders for pickup or delivery.

**Attorney's Title Guaranty -- Chicago, IL 2013-2014**

Clerical Assistant

I was the assistant to the Office Administrator. I sorted and delivered incoming mail, and readied outgoing mail using a postage machine. I also secured and shipped packages through UPS, hand-delivered documents to various offices in the Loop area, ordered office supplies via the delivery service's website and stocked said supplies around the office. In addition, I performed operator duties such as fielding customer questions and complaints to the correct department or person, or relaying the information requested or needed to solve an issue when possible. I began taking on other responsibilities outside of my department as time went on which included placing RESPA orders for our members, and scanning and verifying documents for attachment to files.

**First Savings Bank of Hegewisch—Tinley Park, IL 2011-2013**

Assistant Head Teller

As the Assistant Head Teller I assumed all of the responsibilities as a Teller along with supervisor duties. These included opening and closing the bank, balancing the vault, filling and filing necessary paperwork, corresponding through e-mail with other departments, answering questions and resolving problems in person and on the phone and motivating my staff to improve job performance.

### **First Savings Bank of Hegewisch – Chicago, IL, 2009-2011**

Teller

My duties consisted of balancing my drawer at the beginning and end of day, as well as handling any transactions placed before me. I have experience doing all withdrawals and deposits, as well as other tasks such as making cashier's checks, processing domestic and foreign wire transfers, selling and redeeming savings bonds and processing loan payments. I also maintained customer privacy and security, as well as amiably resolved customer issues and sold products when applicable.

## **Education**

### **High School Diploma**

Marian Catholic High School, Chicago Heights, IL (2002-2006)

I was a diligent student that never quite felt challenged. I maintained a 3.7 GPA and developed a rapport with many of my teachers that stands to this day. I also participated in plays and musicals, and wrote for the school paper.

### **Frontend Developer Career Path**

Scrimba, Online

I became proficient with HTML, CSS, JavaScript and React. I built a number of projects that also used Vite, Node.js, and a number of APIs and databases. In my portfolio, you can find links to my Github and some of the projects that I have successfully deployed.

## **Skills**

- Dedicated worker
- Able to multi-task easily
- Excellent math and writing skills
- Excellent communication skills
- Proficient in HTML, CSS, JavaScript, React

## **Achievements**

- Recognition for Outstanding Customer Service at First Savings Bank of Hegewisch
- Chicago Spelling Bee winner in 2001 and 2002

## References

**Patricia Lisby (current supervisor)**

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