

Steven Hunsicker

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PROFESSIONAL EXPERIENCE:

- **Support Specialist:** *July 2013 - January 2014*
DecisionDesk Inc., Lakewood, Ohio
 - Supported Users and Administrators using Zendesk through phone, email and instant messaging
 - Solved over 1,800 support issues while decreasing reply time and increasing satisfaction over time of employment
 - Tech support in OSX, Windows, top web browsers, media files and conversion, web user interface and communication with clients and end users
 - Built online application forms for top-tier music schools and competitions using DecisionDesk tools
 - Assisted VP of Customer Success with internal and external email correspondence
- **Accounting Firm Administrative Assistant:** *January 2013 - July 2013*
Koly & Company Inc., Akron, Ohio
 - Worked payroll and accounts receivable, improved internal documents by evaluating needs
 - Customer support, answered main phone, greeted and assisted clients
- **Intern and Event Coordinator:** *August - December 2012*
International Emissions Trading Association (IETA), Geneva, Switzerland
 - Wrote international press releases and itineraries for conferences, created carbon info-graphic
 - Communicated with carbon experts, assisted scheduling and planning international conference
- **Co-Founder:** *August 2011- May 2012*
Teddy-Alert LLC, Kent, Ohio
 - Implemented Facebook marketing campaign, solicited and secured local sponsors while creating and selling apparel
 - Studied feasibility of manufacturing and developing a child safety toy product

HONORS AND ACTIVITIES:

- Vice President of Collegiate Entrepreneurs' Organization (CEO) Kent Chapter
- Finalist in two Kent State University Business Concept Competitions
- Member: Beta Gamma Sigma National Honors Association, Sigma Nu Tau Entrepreneurship Association, National Society of Collegiate Scholars, and Golden Key Society

COMPUTER SKILLS:

- Windows, OSX, HTML
- Zendesk, Inkscape (vector graphic design), Microsoft Office, Outlook, iMovie (video editing), GarageBand (audio recording, mixing and mastering)
- Able to install/replace desktop and laptop hardware

EDUCATION:

- **BBA in Entrepreneurship, Minor in Marketing**
Kent State University, December 2012, College of Marketing and Entrepreneurship
 - Overall GPA: 3.78, Magna Cum Laude -Major GPA: 3.91
- **Significant Coursework**
 - Entrepreneurial Sales and Marketing, Advertising and Promotion Management, Practicum
 - Created and ran summer marketing campaign to increase traffic for a struggling café
 - Wrote full marketing plan for a local business