

Seth Kalback

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PERSONAL SUMMARY

A highly motivated IT professional with experience in technical support and customer service. Able to apply analytical thinking, creative problem-solving and customer service concepts to IT solutions to improve user experience and drive business results.

EDUCATION

Certificate Program, Coding Boot Camp (In progress)

Sept 2020 – Present University of New Hampshire | Durham, NH

Bachelor of Arts, History (Incomplete)

Sept. 2011 - 2015 Southern New Hampshire University | Manchester, NH

WORK EXPERIENCE

Client Care Specialist II

Cognia, Dover, NH, March 2015 – Present

- Field calls and emails regarding various test administrations as well Cognia proprietary applications.
- Train and support new team members on various test processes, applications, and standards.
- Create and maintain training documents.
- Responsible for supporting a total five applications under six different contracts.
- Document requests and customer interactions in ServiceNow and Salesforce.
- Research, analyze and troubleshoot new system issues, provide support for known, documented problems and escalate issues as needed.
- Explain solutions to technical issues to customers in a non-technical, easy-to-understand manner.

Co-Owner

Portsmouth Escape Room, Portsmouth, NH, March 2015 – Present

- Design themes and build escape room games from scratch.
- Build and install 12v electronic props.
- Design, build and maintain website.
- Install and configure computer hardware, software, networks and printers, ensuring PCI compliance for credit card processing.
- Diagnose and fix escape room software issues on PC desktop and custom-built electronic devices.

Library Assistant

Berwick Public Library, Berwick, ME, September 2014 – May 2016

- Sort, shelf, relocate, and search for library materials according to Library processes and standards.
- Search standard reference materials, including on-line sources, to answer patrons' reference questions.
- Created and maintained new website for the Library.
- Provided technical assistance with printers, network and desktops, troubleshooting and fixing issues for patrons and librarians.
- Assist patrons with 3D printing software Cubify.

KEY SKILLS AND COMPETENCIES

Computer Skills

- HTML, CSS, JavaScript, jQuery, Git, node.js, mySQL, Sequelize.js
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Salesforce and ServiceNow Ticketing Systems, Fuze, Zoom, Skype
- Proficient with Google Applications (Drive, Docs, Sheets)
- Film, Photography and Music Editing Software (Adobe Premiere and Prelude, ProTools, Photoshop)

Languages

- Native English
- Basic Spanish

Personal

- Passionate book collector
- Avid Traveler