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| Fort Collins, CO 80524 | Cell: 815-207-1178 |

Jonathan Warczak

Experience	2004-2005 Manteno High School Manteno, IL **Technology Internship at Manteno High School** Maintained Enterprise 2003 network Implemented computer lab in Primary School **Summer Employment with Manteno C.U.S.D. #5** Responsible for update of old machines district wide
	2004-2006 McDonald's Manteno, IL **Crew Chief/ Management Trainee** Responsible for training, shift management and store operations
	June 2007 – Jan 2009 ThreeSource Inc. Manteno, IL **Sales Agent/Customer Service Representative** Telemarketing Sales using Windows based computers Customer service for customer accounts and products Responsible for Order entry and follow up Helped with Outbound script writing Fluent in Windows OS, Microsoft Office
	July 2009 – January 2010 Circle K Peotone, IL **Customer Service Associate** Often in charge of entire store by myself Sales using Ruby cash register system Complete daily shift change and deposit
	January 2010 – February 2011 Courtyard Marriott Normal, IL **Front Desk Associate** Responsible for answering phones/taking reservations Handled guest services and complaints Worked in restaurant as bartender, cook, and server
	November 2011 – December 2012 Express Mart Normal, IL **Customer Service Associate** In charge of store by myself Sales using Ruby cash register system

	Complete daily shift change paperwork and deposit
	December 2012 – January 2016 Kahuna Payment Solutions Normal, IL **Customer Service Supervisor** Supervised all underwriting performed by agents In charge of assigning and following up on tasks and duties Monitoring call center performance via live view and reporting Key and passcode holder to open and close the office Responsible for interviewing and hiring staff Create and implement new policies and procedures Training all CS representatives in new and existing procedures Reviewing, grading, and critiquing phone calls Responsible for handling all complaints Maintained the knowledge database for all processes and procedures
	June 2016 – Present Qualfon Fort Collins, CO **TiVo Technical Support Representative** Responsible for taking inbound calls and troubleshooting TiVo DVR devices **TiVo Sales and Retention Representative** Responsible for taking inbound and outbound sales calls for TiVo devices Prevent customers from cancelling service and retaining accounts Customer service for customer accounts and products Responsible for Order entry and follow up Well versed in managing CRM Sales Force **VISA Overnight Concierge** Responsible for providing travel and lifestyle options to VISA cardholders Trained in both VISA Signature and VISA Infinite processes and procedures Provide excellent service through both inbound and outbound communications Trained in assigning my own case work Fully versed in Microsoft Office software package **VISA Elite Concierge** Handle inbound and outbound calls pertaining to the elite queue Responsible for supervising the floor. This includes productivity and GQA Ensure all approved holds are assigned and completed in a timely manner Process all emails for shared Visa outlook inboxes Support concierge with coaching opportunities, call assistance, and casework Developed scripts for CMS to improve productivity for elites Audit break times, case load, and case queues Coordinated additional training resources for team meetings Developed new processes for documents and emails to improve QA scores Responsible for raising average back office QA scores from 79% to 89%

Education	2005- 2007　　　　　　Illinois State University　　　　Normal, IL
	Attended Illinois State University for Computer Science
	Completed 2 Semesters in Java
	Completed 1 Semester of HTML/Hardware Concepts
	2001-2005　　　　　　Manteno High School　　　　Manteno, IL
	Completed course work in Basic, Java, and HTML, as well as Web Page Design and Microsoft Office
	Graduated with honors
Certification	Six Sigma Green Belt
	Supervisor Readiness
Interests	Hiking
	Music & Performance Arts