

Michael Molko

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EDUCATION

2007 - 2014

WSU Rochester • Rochester, MN • Computer Science; Management Information Systems

2004 - 2006

Winona State University • Winona, MN • Nursing

2001 - 2004

Century High School • Rochester, MN • High School Diploma (June 6th, 2004)

WORK EXPERIENCE

November 2014 to January 2015

Sunset Dental Technologies • Remote Desktop IT • Support regional dental offices in PC troubleshooting; manages routine system maintenance; applies updates for Windows/dental software; replaces PC internal hardware if necessary.

September 2012 to August 2014

Charter Communications • Business Repair/Billing Specialist • Responsible for handling internet, phone, video and billing concerns for Charter Business customers and accounts; Notating all accounts accessed with proper troubleshooting techniques used and assists to customer needs.

January 2007 to August 2013

Hy-Vee, Inc. • Assistant Manager • Direct all cashiers/courtesy clerks and side departments, provide coverage as needed; Responsible for organization and replenishment of merchandise; Check in vendor services; Assist in cash accountability and balancing registers; Responsible for recording injuries, illness, and customer compliments/complaints; coordinate yearly reviews and ratings of cashiers and clerks.

October 2002 - January 2007

Hy-Vee, Inc. • Courtesy Clerk; Cashier/Stocker • Bagging groceries; Grocery Checkout; Stocking shelves as needed.
500 37th St NW, Rochester, MN 55901

WORK SKILLS

- Strong Customer Relations - Understanding; Caring and ensuring customer's needs are met.
- Confidential - Handles privatized documents/applications appropriately.
- Tech Savvy - Software and hardware familiarity; Troubleshooting; Networking; Strong computer background; Data Entry.
- Management background - Maintains professionalism while assigning tasks and providing feedback.
- Reliable - Punctual; Hard-working; Loyal.
- Interpersonal Relations - Approachable and able to get along well with coworkers/peers/management.
- Flexible - Willing to learn new things. Interested in improving efficiency.

COMPUTER SKILLS

- Software/Applications - Word; Excel; PowerPoint; Outlook; Chrome; Mozilla Firefox; Internet Explorer
- Database - CSG, Remedy, Salesforce
- Hardware - Strong familiarity with internal components; modems/routers; PnP accessories.