

Michael Buzdor

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Goals

A strong, capable leader, looking to be in a position where I can be challenged daily and grow into a career as a leader, maximizing my abilities and growing daily.

Employment History

- 3/2004-Current: Barnes and Noble 4940 Monroe, Toledo, OH 43623. Bookseller, responsible for customer service, cashiering, music coverage during breaks or when needed, shelving, etc.
- 7/2003-1/2004: Continental Secret Service Bureau 419 Huron, Toledo, OH 43604. Security Officer stationed at BAX Global. Duties include access control, patrols; including the Toledo Express Airport ramp and Port Authority property, constant surveillance of dangerous goods, incident reporting, package searching and metal detector operation. Have commanded as much as one shift per week as officer in charge.
- 2/2003-6/2003: Convergys 1339 S. Byrne Toledo, OH 43614. Tier 2 Customer Account Executive for technical and billing support in an inbound call center for Comcast High Speed Internet. Responsible for troubleshooting internet connections, configuring email clients on customers' PC's and managing customers' accounts referring to billing issues.
- 7/2001-6/2002: Auto-Owners Insurance Company 6101 Anacapi Blvd. Lansing, MI 48917. Unit Specialist: PC Services, responsible for technical support for nation-wide network. Responsible for building and configuring new company PC's, troubleshooting software and hardware issues on a LAN and WAN environment, user administration on the network, and network software administration. Also managed and produced projects for 400+ remote laptop users not part of the main network.
- 5/2000-7/2001: Target, Inc. 5609 W. Saginaw Hwy. Lansing, MI 48917. Level 3 Team Leader beginning in men's and shoes, moving to Chemicals, paper and plastics; responsible for customer satisfaction, image of department, and adherence to planograms, promotions and weekly sales and outage research. Responsibilities included overseeing 6-30 team members, scheduling breaks and lunches, holding daily informational sales floor huddles, writing regular reviews for team members and interviewing potential employees.
- 6/1998-5/2000: Gift and Bible, Inc. 5823 W. Saginaw Hwy. Lansing, MI 48917. Assistant Store Manager responsible for customer service, opening and closing duties, bank deposits, sales tracking and logistics, product ordering, inventory and loss tracking, loss prevention, interviews, enforcement of company policy and setup of a company PC system (ReSound system).
- 2/1997-6/1998: Ingham Regional Medical Center 1115 S. Pennsylvania Lansing, MI 48911. Bindery Operator for an in-house printing shop for a regional hospital, including all bindery operations for the department and substituting for press operators who were absent or on vacation.

Educational History

1997-1998: Berean University - Non-degree ministerial credential studies.
1995-1997: Hill Center - Graphic Arts training from design to production.
1993-1997: J.W. Sexton High School. General studies.

Awards/Certifications/Other Experience

2003-2004: Two awards from Continental for following procedures and incident reporting and prevention.

2003: Certified by Comcast for completing Jumpstart agent training with a 99% average score.

2001-2002: Received two "Super Outstanding Service" awards for excellence at Auto-Owners.

1997-1998: Various certifications from the Berean University of the Assemblies of God, allowing teaching of related topics in a public environment.

1993-2004: Ten+ years experience speaking in public, maintaining crowd control, leading small groups, teaching large groups of 100+, and taking responsibility for leadership on retreats and other traveling events for a church children's ministry and youth group.

2000-current: Three+ years of computer experience, including OS management, hardware installation and repair, building PC's from scratch, diagnostics, network administration, software and other computer peripherals. Familiar with Exchange, Active Directory, network printing, and other essential network hardware and software commonly used in homes and businesses.

References

Available upon request