

# **Resume of Elaine Danuta Malinowski**

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***Educated, experienced, professional, Business Development Representative looking for niche company culture, benefits, and challenges to nurture and grow with a remote sales position that still provides networking roles & many opportunities for advancement.***

## **PREFACE:**

**Microsoft knowledge**, help desk, sales, & customer service skills, plus data restoration and computer rescue, you name it - and wrap those skills up into a couple of lucrative positions that were great for someone who, well, knows a lot! Elaine always leaves the customer feeling like mutually they **profited** from the experience. When selling, she always exceeded quota, and won the **Spectrum Customer Satisfaction Award** in August of 2017. In 2014-2017 she was **promoted several times after winning the team stats contest for almost a year in a row** at OneSupport.

## **SKILLS:**

**Microsoft Office, Adobe Photoshop, Illustrator, Lightroom, Windows, Linux, DOS, HTML, CSS, WordPress, Google sheets, salesforce, skilled in customer service, business development, conflict resolution, professional oral and written communication, as well as maintaining positive mental attitudes and possessing soft skills, gifted training & sales training.**

## **EDUCATION:**

**Eastern Florida State College- Computer Information Technology AS  
December 17, 2015**

**Microsoft Help Desk Certification**

**Microsoft Customer service certification**

**Valencia Community College; Brevard Community College:  
Took classes relating to marketing management & advertising**

Montclair State College State of the Arts –  
Fine and Studio Art Certificate

Orlando TIPS – Bartending Certification

BLOG:

**“Enlightenment of the Self”** (2017-present) <http://www.reversekundalini.net>

(Previous personal/freelance websites include [elainemalinowski.com](http://elainemalinowski.com); [pixelvixen.net](http://pixelvixen.net); [gammashift.net](http://gammashift.net), [prototypedesign.com](http://prototypedesign.com) & [hewhoovercomes.blog.net](http://hewhoovercomes.blog.net))

PROFESSIONAL EXPERIENCE (\*) indicates current positions. Remote jobs are labelled.

**Legiosix** – Sets meetings for companies to meet with Legiosix to hire Free Agents.\*  
(Remote)

**TaskVerse & OneForma** – AI tasks to improve AI and assist with researching methods, judging, labeling, and translation.\* (Remote)

**Charter Communications & Spectrum** – Sell and troubleshoot cable internet, VoIP phones, and Wi-Fi, mentored new hires, won several awards for customer satisfaction and mentoring new hires. Orlando, Florida (in-office) (Remote)

**Sales Hive- B2B selling** of sales Hive platform; software and technical products as well as their brand - Achieved 1900% of quota one month. (Remote)

**Tele-network-** (or One Support) – provided technical support for ISPs and logged into computers for operating system repair of literally any OS, instruction of operating systems through incoming calls, also repair of hacked windows computers by remoting in and using extensive repair skills. Sold the oneSupport program and antivirus software, as well as performed the work. (Remote)

**Dance Mania All Stars:** Handwritten HTML, CSS, Graphics, and Internet Marketing. Melbourne, FL (Remote)

**Mr. Chips:** Marketing Manager. Assisted customers with computer repair issues and technical problems, both over the telephone and in person, kept track of customers in company database, kept record of business transactions, assisted with payroll, area mailer design and graphics, and managerial functions for computer store and networking business. Melbourne, FL

**Green Tea Company:** Hand coded HTML, CSS, and Graphics as well as telephone consultation. (Remote)

**A-Plus.net:** Sold webhosting and domain names for Internet service provider and web hosting company. Included support for [Names4ever](http://Names4ever) domain name registry, dial up

Internet access, downloading and uploading issues, learned to use postmaster and email configuration on the server, customer password problems, **support of various e-mail programs**, and minor billing issues, as well as answered customer emails. A-plus has over 100,000 customers and 400,000 domains are registered with them. Originally **San Diego, CA. (Remote from Melbourne, FL)**

**Convergys Corporation:** Provided technical support for Palm 5, 7, and 7x. Included Palm Desktop software installation, synchronization, and support for resetting the palm devices, **programming for palm applications**, MS Outlook Synchronization, the Palm OS, Palm Software as well as **acquired knowledge of packet radio and wireless networking**. Convergys employs nearly 75,000 employees who serve clients in over 70 countries. **Lake Mary, FL.**

**Thrifty Nickel:** Customer service and ad placement for local classified distribution. Took telephone calls from customers, **arranged wording** for classified ads, **discussed ad prices**. **Orlando, FL.**

**Fletcher Music Centers:** Played organ to senior citizens in the mall and **instructed** them in music. Sold high-end musical instruments for chain store whose secondary goal was the **education of the senior market** in beginning organ music. **Melbourne, FL.**

#### VOLUNTEER POSITIONS:

**The Creative Playground** – Hammered nails and drilled posts and carried around pockets of nails as needed.

**Humane Society-** Fed and walked dogs for adoption.

**ACLU-** Wrote letters and made telephone calls to enlist support for ACLU.

**Daily Bread-** Assisted in food preparation for hungry and homeless.

**Ascension Catholic Church-** Assisted with teen music program

**Easter Seals-** Assisted with tasks related to care for children that are afflicted with developmental diseases.

**The Strawbridge Art League Inc.** I was a portrait model for the art league.

**White Wolf Spirit Sanctuary-** I assisted with building not for profit sanctuary and wellness retreat website and social media for endangered species of wolves. **(Remote)**

UNSTRUCTURED WEEKEND: a (\*) indicates current positions. Remote jobs are labelled.

**PeopleReady** - *Flagger, warehouse packing for ups, construction cleanup, sweeping, event hospitality at Amway Center, dishwasher, server, cocktail waitress, lemonade stand, folding periodicals.* \*

**Wonolo** – *Cleaning hotel rooms and extended stay suites.* \*

**Instawork-** *Dishwashing and food preparation.* \*

**Jobfinder-** *Store resets, construction.* \*

ORGANIZATIONS:

**Member of International Association of Professional Writers and Editors**

**Women in Telecommunications**

**Real Life Church, Clermont, FL**

**Spectrum Abled**

PERSONAL DETAILS:

*Deceased father, mother surviving, one daughter, one granddaughter, S.O of fourteen years, Paul and a turkish angora rescue named Tacocat.*

*Enjoys travelling, photography, healthy eating, oil painting and pastels, homemaking and shopping, as well as anime and horror flicks.*

*Aspiring to relocate closer to the Clermont/Minneola area to be closer to Paul & his cats.*

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