

Resume of Elaine Danuta Malinowski

P: +1 321 376 3529

1624 Dixie Way, 32935

elainedanuta@outlook.com

[facebook](#) | [linkedIn](#)

Intro:

Educated, experienced, professional, information technology graduate looking for niche company culture, benefits, and challenges to nurture and grow with a remote help desk position that still provides raises, promotions, networking roles & learning advancements.

Preface:

Possess 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, and you've got an example of Elaine.

In sales, Elaine always left 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 monthly team stats contest for *almost a year*. At salesHive she achieved 1900% of her quota in February of 2022.

Skills:

Microsoft Office, Adobe Photoshop, Illustrator, Lightroom, Windows, DOS, HTML, CSS, WordPress, Google sheets, salesforce, CRM, 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, financial planning 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

Website: (*) indicates current positions.

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

(Elaine’s previous hosted & wordpress websites included elainemalinowski.com; pixelvixen.net; gammashift.net, prototypedesign.com & hewhoovercomes.blog.net (*), now available on the wayback machine. designbyenlightenment.com;mentalhealthmissionary.com;hireondemand.*; jackiesrealestatefinds.com; paulryanphotog; and amandaisthebest.com are coming soon)

Professional Experience: (*) indicates current positions. Remote jobs are labelled.

(2022) Legiosix – Sets meetings for companies to meet with Legiosix to hire Free Agents.*
(Remote)

(2021-2022) TaskVerse & OneForma – AI tasks to improve AI and assist with researching methods, judging and translation.* (Remote)

(2019-present) Spectrum (*) – Sell and troubleshoot cable internet, VoIP phones, and Wi-Fi, mentored new hires, won several awards for customer satisfaction and mentoring new hires. Florida (in-person) (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)

(2016-2019)Tele-network- (or One Support) – provided technical support for ISPs and logged into computers for operating system repair of literally any OS, support of any existing software, instruction of operating systems through incoming calls, also repair of hacked windows computers by remoting in and using extensive repair skills. They also supported several dsl internet companies, fiber companies, pots lines, and TV. Sold the oneSupport program and antivirus software, as well as performed the work of the clients system recovery while on the phone with them. (Remote)

(2013-2015) Dance Mania All Stars: Handwritten HTML, CSS, Graphics, and Internet Marketing. Melbourne, FL (Remote)

(2013-2016) Eastern Florida State College

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 (in-person)

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

A-Plus.net: Sold webhosting and domain names for Internet service provider and web hosting company. Included support for 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. (Onsite) San Diego, CA. (Remote} 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. (onsite)

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. (onsite)

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. (onsite)

Rainsoft Water Treatment: Set meetings for sales reps for water testing appointment with customers Melbourne, FL. (onsite)

Dunkin Donuts: Worked for my uncle as Dunkin Donuts cashier early mornings in Elizabeth, New Jersey (onsite)

Volunteer Positions:

Humane Society- Feeding and walking of dogs for adoption. (Melbourne, FL)

ACLU- Reached out by telephone to enlist support for ACLU. (Downtown Melbourne)

Daily Bread- Assisting in food preparation for hungry and homeless. (Melbourne, FL)

Ascension Catholic Church- Assist with teen music program (Melbourne, FL)

Easter Seals- Assisted with tasks related to care for children that are afflicted with developmental diseases (The Hospital)

The Strawbridge Art League Inc. – I was a portrait model for the art league which requires one to sit perfectly still for 3 or 4 hours at a time whilst being drawn/ painted. (downtown Melbourne)

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

Organizations:

Member of International Association of Professional Writers and Editors

Women in Telecommunications

Real Life Church, Clermont, FL