

John Thomas Cinek

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Skills

- ❖ 5+ years of customer service experience, and 2 years of experience as a customer service supervisor.
 - ❖ Trained in HTML5, CSS3, JavaScript, and UI/UX design.
 - ❖ Have taken courses for A+, Network+, and Linux+ with plans to further pursue these certifications.
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Education

Broward College: Associate of Science in Software and Web Development

2022 – Present

- ❖ Graduated with honors in December of 2024, with plans to further pursue a Bachelor's degree in Networking Systems.
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Experience

H&R Block: Customer Service Personnel (CSP)

Feb. 2023 – Apr. 2023

- ❖ Oversaw scheduling of tax professional's clientele, and provided exceptional customer experiences and first impressions.

Horizon Health: Customer Service Supervisor

Oct. 2020 – Apr. 2022

- ❖ Managed employee relations for the department, tracked and maintained client retention and customer satisfaction for the company, oversaw training of new employees, and was the lead of CSR call quality assurance.

Horizon Health: Customer Service Representative

Sep. 2018 – Oct. 2020

- ❖ Provided exceptional customer experiences to ensure customer satisfaction and retention.
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Awards

2023 "Plutohacks" Winner / <https://www.plutohacks.com/2023-highlights/>

- ❖ My team was awarded "Best First Time Hack" in Broward College's "PlutoHacks" hackathon, for having designed a VR-based job interview simulation environment utilizing Unity and ChatGPT.