

# Joseph DiSalvo

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## Professional Summary

Highly experienced IT customer service professional adept at learning new programs and systems quickly. Excellent communication skills, both oral and written. Graduate of Kent State University with degree in Business Management looking to join a team dedicated to creating positive and vibrant customer experiences.

## Skills

### Customer Service and Administrative Skills

- ◆ 70 WPM Typing
- ◆ Zingle Customer Engagement Software
- ◆ Salesforce CRM
- ◆ Research and Data Analysis
- ◆ Microsoft Office
- ◆ VBA For Excel Macros
- ◆ Emphasis on Customer Joy and Satisfaction
- ◆ Clear and Accurate Communication: Written and Oral
- ◆ Patient and Empathetic Conflict Resolution
- ◆ Creative Problem Solving
- ◆ Attentiveness
- ◆ Team Leadership Experience
- ◆ Time Management, Efficiency, and Prioritization

### Development and Information Technology Skills

- ◆ HTML
- ◆ CSS
- ◆ SCSS / Sass
- ◆ JavaScript
- ◆ Responsive Design
- ◆ PHP
- ◆ Apache Server Admin
- ◆ Command Line
- ◆ WordPress Development, Customization, and Troubleshooting
- ◆ Website Speed Optimization
- ◆ SEO
- ◆ Git Version Control
- ◆ AutoHotKey
- ◆ Photoshop
- ◆ Illustrator

## Education

*Kent State University - Kent, Ohio*

**Bachelor of Business Administration, Magna Cum Laude** (December, 2006)

- ◆ Major: Business Management
- ◆ Minor: Psychology
- ◆ GPA: 3.76

## Employment

*Firestone Country Club - Akron, Ohio*

**Customer Service Attendant, Team Lead** (1999 - present)

- ◆ Cultured and trained for years in an organization whose sole aim is over delivery of customer joy, satisfaction, and fulfillment
- ◆ Used Zingle customer engagement software for fast, friendly support under company tone, grammar, and voice guidelines
- ◆ Wrote a VBA macro for Microsoft Excel providing functionality lacking in our hospitality management software, saving thousands of dollars for an otherwise needed system update
- ◆ Served as team lead, entailing supervision of employees, service for hundreds of customers daily, and training new team members
- ◆ Designed graphics for digital lobby welcome screen using Adobe Photoshop and Illustrator

*Freelance Work - Akron, Ohio*

**Freelance Web Developer** (2010 - present)

- ◆ Developed websites for small businesses with focus on delivering excellent user experiences through accessible code and graphics optimized for fast performance
- ◆ Leveraged WordPress CMS as foundation for building websites
- ◆ Created child themes and edited their HTML, CSS, JavaScript, and PHP files to create beautiful and functional websites
- ◆ Configured WordPress plugins that add vital website functionality, including SEO and Caching plugins

*Time Warner Cable Business Class - Akron, Ohio*

**Sales Support Specialist** (2015)

- ◆ Worked with sales team to input and update digital service orders using Salesforce CRM and other company software
- ◆ Earned a nearly perfect performance assessment during my time here