

PHILIP LAPINSKI

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EXPERIENCE

CONSULTATION AGENT, GEEK SQUAD

OCTOBER 2019 – CURRENT

- Translate customer specifications into service requirements while establishing a warm, professional rapport.
- Troubleshoot on-the-spot software and hardware issues presented by clientele.
- Well-acquainted with Apple and Microsoft products and software.

CUSTOMER SERVICE SPECIALIST, BEST BUY

JULY 2018 – OCTOBER 2019

- Inspected quality and functionality of returning products.
- Insured clients had a great transaction and a person to attribute their impression to.

ASSISTANT MANAGER, JULES THIN CRUST

APRIL 2017 – SEPTEMBER 2017

- Managing supplies, workers pay, customer satisfaction, and writing clear, descriptive reports of each day.
- Managed volatile product orders.
- Prevent customer escalations from occurring and resolving them when present.

EDUCATION

2019 – (EXPECTED) 2021

MAJOR: COMPUTER SCIENCE, TEMPLE UNIVERSITY

3.7 GPA

2016 – 2019

MAJOR: COMPUTER SCIENCE, COMMUNITY COLLEGE OF PHILADELPHIA

3.0 GPA – Honors List FALL & SPRING 2017, 2019

PROGRAMMATIC TOOLKIT

- **EXPERIENCED:** Python, JavaScript, SQL
- **EXPOSURE:** Django, Flask, React.js, Docker, Java, C, C++