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# Shane Gerhardt

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## Objectives

To obtain an interesting job to help supplement my education, as well as help pay my way through college.

## Education

**High School Diploma** (June 12<sup>th</sup>, 2009)

- ▶ Graduated from Technology High School, which is heavily focused on science and engineering
- ▶ Member of the National Honor Society
- ▶ Accepted into San Francisco State with a Computer Science Major

## Experience

Customer Service Attendant (March 23<sup>rd</sup>, 2008 – Present)

Skandia Funland Inc.

(5301 Redwood Dr, Rohnert Park, CA 94928)

- Helping customers with various problems
- Maintaining a high level of customer satisfaction
- Up-selling customers to bigger entertainment packages
- Answering questions and complaints over the telephone
- Educating customers on our recent changes

Part Time Web Designer (January 21<sup>st</sup>, 2005 – Present)

Gerhardt Computer Works

(1-707-794-9120)

- Building websites for small companies and organizations
- Working with clients one on one to determine specific needs
- Providing regular updates to clients
- Listening to concerns, addressing them quickly and efficiently

## Skills

- ▶ Excellent communication, both verbal and written
  - ▶ Very comfortable in all forms of online communication
  - ▶ Determined, hard working, and a quick learner
  - ▶ Proficient in the use of computers and the internet
  - ▶ Knowledgeable in the use of Photoshop and Dreamweaver
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