

# Michael J. Kushnerock

community.mis.temple.edu/mkushnerock

1032 Franklin Ave | Croydon | PA | 19021

215.495.9217 | krock2500@gmail.com

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
*Bachelor of Business Administration, Graduation: June 2020*  
*Major: Management Information Systems*

## SELECTED COURSES:

Application Integration, UX Design, Enterprise IT Architecture, Digital Solutions, Data-Centric Application Development, Data Analytics, Information System Organization

ACTIVITIES: Member, Association for Information Systems, 2018 – 2019  
Member, Legion of Mary, 2014 – Present

## INFORMATION SYSTEMS PROJECTS:

- Served as team lead for analysis, design and enhancement of the Department Head Training Program for Acme Markets with the purpose of creating methods, accountability and guidelines for newly promoted department heads.
- Tasked by the Center for Public Health Law Research to analyze system functions and provide recommendations on improvements to their website, Lawatlas.org. The made recommendations encouraged both external users to interact with the site and its internal users to share data and promote discussions.

## INFORMATION TECHNOLOGY SKILLS:

Software & Web Development: Visual Studio, Node.js, HTML  
Database & Project Management: Microsoft (Azure, Teams, Office), AWS, SQL

EXPERIENCE: BEST BUY, Fairless Hills, PA September 2015 – Present  
**Geek Squad, Advanced Repair Agent** September 2019 – Present

- Conduct diagnostics of hardware and software on clients' devices and prescribed repairs in a timely manner.
- Build relationships with diverse clientele to ensure their continued business.
- Organize and document workflows to complete multiple services on time.

**Sales Consultant, Computers** September 2015 – September 2019

- Assist approximately 10 – 20 clients daily with personalized service and provide knowledgeable and whole solutions at a large, busy electronics retailer.
- Persistent development of product knowledge and expertise by learning through online training programs weekly.
- Educate and train new employees through shadowing and one-on-one dialogue, expanding their skills and knowledge of Best Buy's methods and policies.

ACME MARKETS, Malvern, PA May 2019 – August 2019

### **Merchandising Intern**

- Generated, organized and reported weekly sale recaps to showcase sale highlights and lost profits.
- Cataloged build sheets consisting of multiple ingredients, and instructions on how to produce various food products.

SKILLS: Financial: Handle and process cash transactions with a cash register  
PC Builds: Assemble and construct PC desktops