

# STEPHEN KOVACK JR

Dania Beach, FL | [skovackjr@gmail.com](mailto:skovackjr@gmail.com) | 773.368.5630  
[github.com/yabo75](https://github.com/yabo75) | [linkedin.com/in/stevekovackjr/](https://linkedin.com/in/stevekovackjr/)

Experienced IT professional seeking to segue into content development as a Full Stack Web Developer. A veteran in the field that's proven to be easily adaptable to any new software with a with a high propensity to learn, possessing an insatiable curiosity to explore new technologies and troubleshoot issues; The challenge is the reward.

HTML	SQL	JavaScript	Materialize	Photoshop	Ruby	GitHub	Rails	jQuery
CSS	React	Adobe	Agile	Foundation	SASS	Bootstrap	Adobe	Ruby

## Experience

**KOVACK TECHNOLOGY INNOVATIONS**, Dania Beach, Florida 2015-Current  
*Lead Developer*

- Designed, developed and coded custom web solutions- from web applications to professional sites- All the way from wireframe to production, depending on the specific needs of the client.
- Researched and utilized SEO best practices to bring clients to organic #1 spots.
- Crafted print/multimedia/web campaign for political candidates, creating consistent, familiar messaging.

**KAPLAN UNIVERSITY**, Fort Lauderdale, Florida 2013-2018  
*Support and Solutions Representative*

- Selected for the prestigious "Kaplan Emerging Leaders" program, achieving the highest score in his class, resulting in special projects being assigned, and extra responsibilities to lead the team forward.
- Received over 40 different "Kudos" awards in 2017 from students, faculty and peers in recognition of the quality of support provided.

**NATIONAL LOUIS UNIVERSITY (ELLUCIAN)**, Chicago, Illinois 2012-2013  
*Technical Support Specialist/Technical Coordinator*

- Handled maintenance/inventory of all computers and AV equipment at the flagship campus, supporting thousands of students, over 200 employees, 7 labs, and 55 classrooms each with their own computers.
- Managed a small team to perform timely fixes including mechanical failures, printing/queue failures, virus removal, and complete re-imaging of all equipment on campus.
- Provided dedicated support to all VIP users (University President, Board Members, etc.) including on-call remote access and event management guidance to ensure excellent service and event execution.

**COLLABORATIVE LEARNING**, Oakbrook Terrace, Illinois 2011-2012  
*Technical Support Specialist*

- Had highest problem resolution rate of all representatives within the company, completing over 70% of all submitted tickets for the team. Promoted to Tier 3 Support role to provide direct, personal support to VIP customers both during and after hours.
- Assisted with Product Development and QA Testing focusing on bug fixes and determining root causes of bugs.

**KAPLAN UNIVERSITY**, Chicago, Illinois 2009-2011  
*Technical Support Representative*

- Provided support to over 75 schools and 150,000 students, faculty, and staff in a fast-paced call and web operations center. Responded to inquiries via phone, live chat, and email.
- Appointed as "Point of Contact" within a month of hire, acting as manager when none were available.

**CHITCHAT COMMUNICATIONS**, Chicago, Illinois 2006-2009  
*Technical Support Manager*

- Created and implemented the training systems used for new CSRs as well as after-hours call centers in other countries, which streamlined the training process, reducing the time spent to acclimate new employees, increasing productivity.
- Became a certified RespOrg to utilize SMS/800 database to manage over 3,000 toll free numbers, significantly cutting operation costs by thousands of dollars per month.

## Education

**PURDUE UNIVERSITY GLOBAL**, Davenport, IA 2014-2017  
*Bachelor of Science in Information Technology*

**WYNCODE ACADEMY**, Miami, Florida 2018  
*Full Stack Web Development*