

EXPERIENCE

Retail Specialist *Verizon Wireless (Corporate)* Jan 2024 – Present

- Sell mobile and home products directly to customers while meeting sales quotas
- Support customers and colleagues with technical, account, and billing issues
- Created a protection-plan cost comparison chart for customers and colleagues, since adopted by other stores
- Built an informal PIP Calculator
- Assist with inventory management and other needs as directed

Manager (CEM, MM, Acting SM) *Five Below* Aug 2022 – Dec 2023

- Managed inventory and merchandising as Merchandise Manager, following planograms and adjusting based on store needs
- Promoted to Customer Experience Manager — owned customer experience, scheduling, team management, store KPIs, and hiring/firing
- Stepped in as Acting Store Manager twice during manager transitions

Mobile Expert *Metro by T-Mobile (KJAG)* Dec 2021 – Aug 2022

- Troubleshoot devices, programs, and services for customers and staff
- Matched customers with the right mobile solutions using inventory on hand

Multifaceted Factory Worker *William Penn Cabinetry LLC* Mar 2021 – Dec 2021

- Operated industrial saws, routers, and clamps; led drawer construction and frame assembly
- Handled painting, packaging, and loading
- Built a cross-shift tracking document for order completion and issue communication

Drupal Developer (Internship) *Virtual Charity Events* Summer 2020

- Built a Drupal-based registration and survey system with another intern, managing versions for the system and its modules

Care Giver *Shared Support Inc.* 2018 – 2021

- Conducted daily medical procedures and coordinated clients' daily activities

Supervisor *Cairn University Office of Safety and Security* 2017 – 2020

- Supervised campus security officers and handled security-related complaints and issues

Team Member *KFC* Apr 2015 – Aug 2016

- Cook, trainer, and coordinator; managed product and forecasted daily usage

Private Consulting *Risoldi.Tech* 2013 – Present

- Consulting
- Cell phone repair (iOS & Android)
- Computer and network design

EDUCATION

Cairn University 2017 – 2020

- Coursework toward a B.S. in Computer Science & MBA — did not finish; the pandemic disrupted in-person school and work took priority
- Founding Cabinet Member of CodeNet (Computer Science Club)
- Completed all computer science-related coursework

Word of Life Bible Institute 2016 – 2017 (Graduated)

- Studied theology and biblical counseling
- Ground maintenance

SUN Area Technical Institute 2015 – 2016 (Graduated)

- Awarded C-Tech certificates for copper and fiber optic cabling
- Dual enrolled in Pennsylvania College of Technology