

# Dylan Bronack

Plains, PA 18705

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Dynamic customer service professional experienced in both call-center and retail store settings. Productive relationship builder; excel at listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.

Highly professional--dependable, reliable and able to perform duties with minimal supervision.

Highly analytical and process-oriented data analyst with in-depth knowledge of database types; research methodologies; and big data capture, curation, manipulation and visualization. Furnish insights, analytics and business intelligence used to advance opportunity identification, process reengineering and corporate growth.

## Work Experience

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### **Gym Assistant**

Dankos - Plains, PA

May 2022 to July 2023

Took out trash, helped customers, cleaned up gym equipment, stocked drinks and snacks

### **Fast Food Worker**

Burger King - Plains, PA

April 2020 to February 2022

I took orders from customers, made there food, cleaned up the work station, took out the trash

### **Fast Food Worker**

McDonald's - Wilkes-Barre, PA

January 2020 to September 2020

Took out trash, made food, took orders from customers, cleaned the work area

## Education

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### **Bachelor's degree in Environmental Science**

Luzerne County Community College - Luzerne, PA

September 2020 to Present

### **High school diploma in James M Coughlin Jshs**

James M Coughlin Jshs - Wilkes-Barre, PA

September 2016 to June 2020

## Skills

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- Customer service (4 years)
- Microsoft Excel (2 years)
- Cleaning Experience (3 years)
- Data entry (2 years)
- Google Docs (3 years)
- Research (6 years)
- Customer service (4 years)
- Windows (5 years)
- Sales (3 years)
- Microsoft Office (2 years)
- Problem management (4 years)
- Math (10+ years)
- Communication skills (4 years)
- Basic math (6 years)
- Organizational skills (4 years)
- Microsoft Word (2 years)
- Heavy lifting (4 years)
- Computer skills (6 years)
- Quick service & fast food restaurant (3 years)

## Languages

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- French - Beginner
- Spanish - Beginner
- Russian - Beginner
- Japanese - Beginner

## Additional Information

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Did volunteer work for Plains Little League: cleaned up the feild and the area around it, prepped the feild for game time