

KEVIN GEORGE ONESKO

31 Lande Way • Yountville, CA 94599-1441

k.onesko@sbcglobal.net

Home: 707-944-0199

OBJECTIVE

Client service and web site support position that would utilize my vast and varied experiences and consistent ability to provide excellent technical service and build rapport with clients

QUALIFICATIONS

Winery E-commerce web site customer support via phone and email which included digital image manipulation, sales and customer data file management, product updates and best practices for website and email conventions. Assisted wineries with inexpensive alternatives for website edits and often times made the changes as needed on their behalf; researched credit card charge issues and incorrect orders. Purchased domains, assisted with domain transfers and email setup and schemes. If an issue was to be escalated, timely and succinct information was provided to next tier of support for resolution.

SKILLS AND ACCOMPLISHMENTS

Administrative/Management

Purchased and maintained supplies/stock inventory

Processed mutual fund new account requests, adjustments, and record changes

Managed bank teller staff

10-key by touch; type up to 50 wpm

Computer

Website creation & design including domain management, content, graphics, and HTML

PC and printer setup, configuration, preventive maintenance, refurbishing, and networking

PC application and hardware troubleshooting with configuration best practices

Security software installation and configuration and detection/removal skills

Navigation and setup of DUN/LAN, peer-to-peer LAN, and DOS networking skills

Installation, administration, and configuration of off-the-shelf, client, and gaming software;

browser helper applications; and chat software

Macintosh, Windows DOS, 98, 2000, XP, Vista and Windows 7; Excel, Word, Outlook,

Explorer, FTP, and Photoshop, Dreamweaver and Illustrator

Copiers, scanners, printers, and various peripheral configurations

Customer Service

eCommerce website customer support

email, phone, and in person account inquiries and research

Returns, payment processing, gateway/processor configuration

Training

Extensive client and staff training in wide variety of venues

Increased sales by training and developing staff in product knowledge and service skills

Customer Service Officer trainer for 7 bank branches

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EXPERIENCE

INERTIA BEVERAGE GROUP (IBG), Napa, CA (2006 – 2011)

Client Support and Services www.ibgwine.com

HC&C Communications, Inc., Oakland, CA (2005)

Network Cable/Phone Installer www.hcccom.net

VERNON R. BARTLE, CPA, Hayward, CA (2005 – 2010)

Web/PC Administrator www.bartlecpa.com

TRIDECS CORPORATION, Hayward, CA (2004 – 2005)

Machine Shop Purchasing Agent/Web Administrator www.tridecs.com

ONE STOP ENGINEERING, INC., Hayward, CA (2003 – 2010)

Web/PC Administrator www.onestopengineering.com

ILM TOOL, INC. AND PBY PLASTICS, INC., Hayward, CA (2001 – 2005)

Web Administrator/PC Consultant www.ilmtool.com and www.pbyplastics.com

LIGHTRIX, San Leandro, CA (2002)

Customer Service and Collections

CAFÉ ETC, Castro Valley, CA (2001 – 2002)

Internet Gaming Café Administrator

FRANKLIN-TEMPLETON INVESTMENTS, San Mateo, CA (1998 – 2000)

Mutual Funds Networking Associate

THE CANTINA MEXICAN RESTAURANT, Santa Rosa, CA (1992 – 1997)

Bartender, Server and Shift Manager

TONY ROMA'S RESTAURANT, Santa Rosa, CA (1989 – 1993)

Bartender, Server and Shift Manager

BANK OF AMERICA NT & SA, San Mateo, CA (1980 – 1987)

Customer Service and Sales Representative/Area Trainer