

# **J**OSEPH KARSCHNIK

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2516 Pochard Drive, Batavia, OH 45103 ♦ (513) 735-0842 ♦ karschnikj1@hotmail.com

## **STRENGTHS**

Diversified background in Computer Software and Hardware Technical Support, quality assurance, banking, and accounting. Proven record of adapting to new technologies and situations quickly. Exceptional interpersonal and teamwork skills. Twelve years of computer hardware and software experience.

## **COMPUTER KNOWLEDGE**

### **A+ Certified, 2003**

Windows, DOS, Lotus Notes, CARS Remedy System, Word, Excel, PowerPoint, HTML, PC Hardware, AS400 Mainframe, Access, Project, Lotus Notes C++, Visual Basic

## **WORK EXPERIENCE**

**Ivans, Inc., Cincinnati, Ohio, 05/00 – Present**

### **Product Specialist/ Quality Assurance Technician**

- ♦ Provide 2<sup>nd</sup> level software support for more than 15,000 customers.
- ♦ Responsible for re-design and maintenance of E-Commerce Division website.
- ♦ Conducted extensive quality assurance testing on E-Business Products, which are used by the majority of all Insurance Companies.
- ♦ Work with Developers to create project plans for enhancements and future products.
- ♦ Responsible for training of internal and external customers on several new software packages and web server technologies.
- ♦ Participate in sales calls as technical liaison to help increase market share.

**Cincinnati Sports Club, Cincinnati, Ohio, 07/99 – 05/00**

### **Membership Accounts Director**

- ♦ Handled accounts and billing for over 2,000 members of one of Fitness Magazine's top ten sports clubs in America.
- ♦ Maintained and upgraded network and computer systems.
- ♦ Updated and redesigned company website.
- ♦ Process all payments and charges throughout the club.

**Farmers Bank, Pomeroy, Ohio 06/94-08/97 (Seasonal)**

### **Data Processing**

- ♦ Processed all checking transactions made by customers.
- ♦ Responsible for internal audits of all other departments.
- ♦ Helped with initial design of company website.

### **Record Keeping**

- ♦ Responsible for taking care of customers' accounts and issuing statements of accounts to customers.
- ♦ Responsible for fail-safe auditing of other departments records.

## **EDUCATION**

**Ohio University, College of Business**

Athens, Ohio

Majored in Marketing

Graduated June 1999

References available upon request