TIA CERMINARA

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🔗 Bold Profile

PROFESSIONAL SUMMARY

Detail-oriented Computer Science student with a strong background in software development, data entry, and administrative operations. Proven ability as a Service Coordinator to effectively manage customer service, scheduling, and technical contracts. Skilled in problem-solving, SQL, JavaScript, and Microsoft Office tools. Strong leadership, organizational, and communication skills. Currently pursuing a Bachelor of Science in Computer Science at Point Park University, expected to graduate in December 2025. Passionate about utilizing technical knowledge and problem-solving abilities to drive efficiency and innovation in software development and IT-related roles.

SKILLS

- Problem-solving
- User experience design
- Customer assistance
- Written and verbal communication
- Telephone communication
- Accurate recordkeeping
- Service monitoring and evaluation
- Proficiency in office programs
- Detail orientation
- JavaScript
- SQL
- CSS

EDUCATION

Point Park University
Pittsburgh, PA • Expected in 12/2025

Bachelor of Science: Computer Science
- Dean's List Fall 2023

Community College of Allegheny County
Pittsburgh, PA • 05/2023

WORK HISTORY

Open Systems Pittsburgh - Service Coordinator
Pittsburgh • 05/2023 - Current

- Act as the primary point of contact for customers, addressing inquiries, scheduling service appointments, and resolving any issues or concerns
- Maintain accurate records of service requests, work completed, and customer interactions
- Handle any service-related issues or escalations that arise, working to resolve problems promptly and effectively
- Perform various administrative tasks such as managing service tickets, handling billing and invoicing, and updating customer records
- Perform general office duties such as filing, photocopying, and data entry
- Maintain and update contact lists and databases
- Prepare and distribute correspondence, including emails, memos, and reports
- Manage and oversee fire alarm and security inspection and monitoring contracts, ensuring adherence to industry standards and regulations

Pennsylvania Liquor Control Board (PLCB) - Assistant Manager (Clerk 2)
Pittsburgh • 10/2020 - 05/2023

- Maximize positive customer service experiences
- Manage employees, including scheduling, allocating daily tasks, and payroll
- Collaborate with the general manager, vendors, and merchandisers to ensure smooth operations and consistent stock level
- Ensure items are well-stocked for each shift
- Track all money received and prepare deposits accordingly
- Resolve customer issues promptly and efficiently

Associate of Science: General Studies
- Dean's List Summer 2021

- Run reports daily, weekly, and monthly to examine past/current sales and forecast future profits
- Coordinate necessary maintenance needs, including cleaning services and machinery fixes
- Receive shipments weekly and promptly organize stockroom simultaneously
- Perform inventory counts and adjusted as needed to ensure inventory was correct
- Attends training courses to develop knowledge about products and policies further
- Routinely uses Microsoft Word, Excel, and PowerPoint
- Files daily paperwork in respective places
- Greeted customers entering store and responded promptly to customer needs
- Quickly and accurately counted drawers at start and end of each shift

Pennsylvania Liquor Control Board (PLCB) - Intermittent Liquor Store Clerk
Pittsburgh • 02/2019 - 10/2020

- Clean up minor spills quickly and safely
- Maximize positive customer service experience
- Assist customers in finding specific items
- Operated point-of-sale system efficiently
- Handled cash transactions accurately, maintaining balanced registers and reducing discrepancies at end-of-shift reconciliations.
- Maintained a clean and organized store environment for an enhanced shopping experience.
- Maintained compliance with local and federal regulations governing the sale of alcoholic beverages, verifying customer identification as necessary.
- Processed deliveries efficiently, verifying shipment accuracy and stocking shelves in a timely manner to minimize disruption of store operations.