

# MICHAEL RUBINO

ADMINISTRATIVE ASSISTANT /  
IT POSITIONS



(317) 828-5332



mrubino1978@gmail.com



6030 Cape Charles Drive  
Indianapolis, IN 46224

## PROFESSIONAL SKILLS

Active Listening  
Adaptability  
Collaboration  
Creativity  
Critical Thinking  
Customer Service  
Decision Making  
Dependability  
Effective Communication  
Flexibility  
Handling Pressure  
Integrity  
Management  
Leadership  
Organization  
Persistence  
Problem-solving  
Resilience  
Teamwork  
Time Management  
Written Communication

## TECHNOLOGY SKILLS

Adobe  
Data Entry  
Email Communication  
Front End Web Developer  
Google Chrome  
HTML  
Internet Research  
Microsoft Edge  
Microsoft Office  
Mozilla Firefox  
Quicken  
Safari  
Search Engine Optimization (SEO)  
Troubleshooting  
Windows XP, Vista, 7, 8, 10  
WordPress

## CAREER OBJECTIVE

Motivated, personable business professional. Dependable, energetic, efficient, well-organized administrative professional. 10+ years' experience within customer relations. Demonstrated history of producing accurate, timely reports, and maintaining spreadsheets.

Flexible and versatile – able to maintain a sense of composure under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environment. Excellent team-building skills.

## PROFESSIONAL EXPERIENCE

### ***Event Staff / Supervisor Security Coordinator***

*Contemporary Services Corporation, Indianapolis, IN / August 2013 – Present*

- Supervise 6 to 8 event staff as a supervisor of the event worked.
- Coordinate all aspects of event at venue by searching bags and other belongings that are brought into the venue for contraband.
- Use electronic surveillance equipment to ensure that no one is violating the law or rules of the venue.
- Patrol the grounds of the venue to ensure the safety of all guests.
- Observe attendees and may detain anyone who is in violation of the law or venue rules.
- Perform crowd control and direct traffic after the event is over.
- Use a radio with single wire earpiece to contact Stadium Control for issues such as medical issues or anything to deal with the endurance of the safety of the patrons in the facility.

### ***Call Center Customer Service Advocate***

*Conduent, Castleton, IN / July 2016 – October 2017*

- Ensure all HIPAA and State requirements/regulations are adhered to all times, in existing and future lines of business for members and providers.
- Answer incoming calls with a Plantronics headset from medical providers to ensure that the research, follow up, and to resolve open/pending issues with claims and the timely manner of payments.
- Assist providers with routine service inquires included, but not limited to, verifying member eligibility, explanation of benefits, claims and appeal procedures.
- Multitasked by the utilization of working with dual screened monitors on computer, while working to assist provider with claims and questions.
- Worked with VMWare software to login to computer to access databases such as DataNet, EncoderPro, InstaMed, Scion, and other websites for medical issues for helping providers to help the resolution for claims.

### ***Client Services Coordinator / IT Manager / Casino Dealer***

*Aces and Jacks Casino Parties, Greenwood, IN / April 2010 – August 2016*

- Responsible for scheduling meetings and managing schedules for events.
- Manage production services such as printing marketing materials, social media, and web design updates.
- Communicate with clients and venue of event via telephone, e-mail, and in-person for best “party” experience.
- Write spreadsheet programs for Service Contract for event and other projects needed for events.

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Windows XP, Vista, 7, 8, 10  
WordPress

## **Customer Service Representative**

*Smoke Break Discount Tobacco, Speedway, IN / July 2006 – December 2009*

- Guide the customer to correct product and explain to them what product is best for their needs.
- Make customer extremely comfortable, so they can ask their question without hesitation.
- Provide help to the customers with their questions if a problem occurs.
- Solve issues with internal and external of company business quickly and effectively.
- Always use polite language with customers.
- Maintain inventory on a weekly and monthly basis of store products.
- Used Catapult operating system to commence transactions of purchases.

## **Motor Transport Operator**

*United States Army, Ft. Knox, KY / December 1998 – November 2005*

- Responsible for supervising and operating wheel vehicles to transport personnel and cargo.
- Operated all wheel vehicles and equipment over varied terrain and roadways.
- Managed the load, unload, and safety of personal being transported.
- Oversaw and checked proper loading and unloading of cargo on vehicles and trailers.
- Identified, corrected, or reported all vehicle deficiencies. Prepare vehicles for movement / shipment by air, rail, or vessel.
- Managed the load, unload, and safety of personal being transported.

## ACCOMPLISHMENTS

### Dean's List

- Spring 2011 and Spring 2012 – 3.124 GPA for AAS, Information Technology
- Summer 2015 and Spring 2018 – 2.978 GPA for AAS, Criminal Justice

### Certifications

- Network Administration Certificate – 2014
- PC Support and Administration Certificate – 2014

### Career Recognition

- Lucas Oil Stadium – Outside Employee Staff Member of the Game – October 2014
- Lucas Oil Stadium – Outside Supervisor of the Game – September 2015
- Lucas Oil Stadium – Outside Supervisor of the Game – January 2017
- Lucas Oil Stadium – Outside Supervisor of the Game – September 2021

## EDUCATION

*Ivy Tech Community College*  
Associate of Applied Science: Criminal Justice

Indianapolis, IN  
May 2018

*Ivy Tech Community College*  
Associate of Applied Science: Information Technology

Indianapolis, IN  
May 2014