

# Filip Kin

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## SKILLS

- Management
- Customer Service
- Teamwork
- Teaching

## CERTIFICATIONS

- Red Cross Lifeguard
- PC Pro
- vanGUARD Leadership
- CPO Licensed

## EDUCATION

**Oakland University**  
Electrical Engineering

**Oxford Virtual Academy**  
Class of 2021

## WORK EXPERIENCE

### Oakland County Parks and Recreation

**Assistant Manager** JUNE 2022 - PRESENT

- Organize daily park operations
- Run lifeguard trainings weekly
- Address customer complaints
- Supervise up to 20 employees per shift

### City of Troy Parks and Recreation

**Assistant Manager** MAY 2021 - DECEMBER 2021

- Maintain pool chemistry and rescue equipment
- Address customer complains
- Supervise up to 15 employees per shift
- Review employee time cards and correct errors

**Lifeguard** JULY 2018 - DECEMBER 2021

- Ensure patron safety, enforce rules, and provide emergency care
- Teach children 3-12 how to swim
- Perform maintenance and cleaning duties

### Advanced Customer Services

**Call Center Representative** JUNE 2020 - AUGUST 2020

- Answer service calls for the DTE Home Protection program
- Sell insurance plans and upsell existing customers
- Explain limitations of insurance and service delays due to COVID-19

## VOLUNTEER EXPERIENCE

### FIRST Robotics Competition

As a mentor I teach students design principles, physics, math, and programming concepts. I also help with hands-on activities: supervise student work and teach shop safety, assist students with solving problems, and support them at competitions.

I also volunteer at competitions as a Field Technical Advisor Assistant. In this role my goal is to keep the competition on time by solving any technical issues that may arise. I also work with individual teams to troubleshoot their robot's issues and advise them on potential solutions to get them back on the field.