



MICHAEL L. KOSTUKOVICH

CONTACT

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RECIPIENT NAME

LEMOYNE BOROUGH
501 HERMAN AVENUE
LEMOYNE, PA, 17043

11 August 2022

Dear Madam President and Council Members,

I would like to enter my name for consideration to fill the unexpired term of former council member Kasha Griva. A resident of Lemoyne borough since 1977, we purchased our home on Hummel Avenue in December 1988. I have served a four-year term on the borough Planning Commission, and served as clerk and Majority/Minority Inspector of Elections for Lemoyne's 1st Precinct from 1995 through 2014.

Thank you for your consideration of my interest to continue serving our community.

Sincerely,
OBMICHAEL L. KOSTUKOVICH



EMAIL



TWITTER HANDLE



TELEPHONE



LINKEDIN URL

Michael L. Kostukovich

Objective

I would like to place my name in consideration for the current unexpired term on Lemoyne Borough Council.

Work experience

2015-2022 Pennsylvania Higher Education Assistance Agency Harrisburg, Pa.

As a supervisor at the Fed Loan Servicing branch, I led a team of 21 employees servicing federal student loans under the auspices of the Department of Education. Our employees counseled and guided student loan borrowers through the complexities of the federal student loan system. My responsibilities were to ensure that our reps provided the best customer service experience possible on each and every encounter (phones, emails and chat formats). I was responsible for monitoring performance issues and correcting any sub-standard performance, service level metrics for the team, interviewing and hiring and fielding escalated calls from unhappy borrowers. I retired from PHEAA in May 2022.

1998-2015 Rite Aid Corporation Camp Hill, Pa.

Managing the day-to-day operations of a team of 15-25 employees at the Field Systems Support call center. Responsible for scheduling, employee feedback, coaching and career path development in addition to long-term department planning, interviewing, hiring, service level metrics performance monitoring and improvement, handling service escalations from Rite Aid field management, administering discipline and external vendor relations in a fast-paced technical customer service environment. Developed the form used in applicant interviews by the department. Served as field disaster recovery coordinator when Rite Aid stores are affected by hurricanes, floods, earthquakes, etc.

Education

Harrisburg Area Community College Harrisburg, Pa. Associate Degree in Education- 1984

- Dean's List

Volunteer experience

Director, Tour de Gaughen bicycle fundraiser for MDA (2001-2009)

PIAA High School Football and Wrestling official

Stadium announcer for Cedar Cliff (1981-2008) and Red Land High School (1990-2002) football

