

Junior-level Web Designer seeks position with Company, where I can utilize my creative and technical talents to create compelling, online marketing collateral. I have extensive experience in site development and implementation and can also work with an organization in updating or creating web based content. I have an eye for detail and a passion to develop quick-loading, functional websites.

Professional Experience

Friendfinder, Inc
Palo Alto, CA
May 2004 to present
Manager – Customer Service
November 2003 to May 2004
Assistant Manager – Customer Service

Manage 20+ people across 3 departments: Customer Service, International Support and Site Monitoring. Monitor agents to ensure departmental production levels are met. Conduct weekly quality checks on agents work. Provide feedback and coaching to develop qualified agents. Manage daily departmental reports and analyze to determine staffing needs. Create reports for CEO based on daily/weekly customer contact statistics. Work with HR to provide attendance reports, employee evaluations and employee write-ups. Handle customer escalations via phone or email. Provide training to agents on new department procedures and product features. Develop training materials. Revise as changes are made to departmental procedures.

URL's:

www.abnerpeacock.net
www.killasubz.com
www.illuminationrecords.com

Abnerpeacock
December 2001 to Present
Daly City, CA
Webmaster/Designer.

SonicWall, Inc
June 2001 to June 2002
Sunnyvale, CA
Technical Support Engineer, Level 2.

Provided technical support to escalated cases via phone, web and email.
Assured quality of product through extensive troubleshooting.
Diagnosed and reported product bugs to QA.
Authored FAQ's based on experience with product in real world situations.
Used knowledge of TCP/IP to assist customers in designing and implementing IP based security infrastructure.
Tested and resolved Internet access issues, such as surfing and email.
Tested and resolved McAfee Virus-scan software installations.
Configured and tested IPSec VPN connections, to ensure secure remote access.
Certified SonicWall System Administrator

Co-Founder of Abnerpeacock. Responsible for developing and implementing web presence of clients. Optimized website content for quick delivery, using Adobe Photoshop and ImageReady. Tested web documents for cross-browser compatibility and implemented fixes. Fulfilled maintenance contracts with customers, updating content on an as needed basis. Developed online marketing strategies for clients, such as email campaigns and banner exchanges, to broaden customer base.

Killasubz.com
June 2000 to present
San Jose, CA
Events Coordinator/Booking Manager.

Co-founder of killasubz.com. Responsible for all aspects of event planning and production. Worked with booking agents to secure talent. Negotiated contracts with venue managers. Developed marketing campaign, which included print and web pieces. Responsible for building contacts for corporate sponsorship.

Skills

Software: MS Office, MS Internet Explorer, Netscape Navigator, Adobe GoLive, Adobe PhotoShop, Adobe Illustrator, Flash, Dreamweaver, Fireworks, Citrix, PC Anywhere, Terminal Server, McAfee ASAP, Siebel, Filemaker
Systems and Networking: Windows (95/98/ME/2000), Mac OS (9.2/10.2), IPSec, IKE, PPTP, TCP/IP, routers, firewalls
Languages: HTML, CSS, PHP, Flash Actionscript, SVG, MySQL

Education

West Valley Community College
2001 to 2003
Saratoga, California
Level 1 Certificate – Web Design - 2003
Level 2 Certificate – Web Design - 2003

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