

# JAMIE PRAY

◆ mymail@pbjsite.com ◆ www.pbjsite.com

## PROFILE

Versatile technology professional, adept at creating applications to enhance customers' experience and facilitate staff training. Outstanding communicator, able to explain complex technical issues to laypersons. Creative problem solver. Effective project leader and multi-tasker. Adaptable, conscientious, and dedicated to excellent customer service.

## CORE COMPETENCIES

Technical Planning  
Application Development  
Technical Documentation

Project Leadership  
Help Desk Operations  
Staff Training & Supervision

Quality Assurance  
Process Improvement  
Product Demonstrations

## PROFESSIONAL EXPERIENCE

**OPTEC DISPLAYS, INC.**, City of Industry, CA

**Project Leader** (2008 - 2010)

Directed and contributed to numerous projects outside of role of Flash Developer. Facilitated customer education and support by creating interactive demonstrations for new customers and specialized national accounts software.

- **Created** Support Department for new call center as part of special team. Project involved reviewing resumes, interviewing candidates, and selecting new agents. Wrote new processes, policies, and procedures for call center.
- **Devised** new font set for use on monochrome displays based on customer requests.
- **Planned and established** new Quality Department to monitor and evaluate phone agents.
- **Improved** functionality and ease of use from end user perspective by designing, testing, and collaborating with developers to recreate display software from ground up.

**Flash Developer** (2008 - 2010)

Designed, created, and distributed Adobe Flash applications for use online and in house. Developed new display content using Adobe Flash for use in dynamic display content through XML parsing.

- **Decreased** incoming customer calls by 30% via implementation of online Flash applications.
- **Increased** efficiency and productivity by creating training tools, decision trees, walk-through manuals/videos, and interactive display simulation applications.

**Technical Support** (2007 - 2008)

Supported customers (including VIP and national accounts) with display issues. Resolved and documented issues. Trained new employees, end users, and dealers in all technical areas. Utilized webinar for training and best practices discussion.

- **Assisted** staff to understand procedures and common technical issues by creating technical documents and manuals.

**EARTHLINK, INC.**, Pasadena, CA

**Quality Specialist** (2001 - 2007)

Monitored technical support calls to identify and grade inconsistencies with agent performance and company policy. Assembled and reported data.

- **Enhanced** customers' experience and agents' skills by reporting issues and opportunities for improvement.
- **Increased** efficiency in company's call handling procedures by tracking recurring issues.
- **Contributed** to record high in customer satisfaction rating and multiple company awards for customer satisfaction.

**Technical Support, Major Accounts** (1999 - 2001)

Resolved tier 3 technical problems for Internet customers. Documented calls and resolutions. Trained and mentored new agents in technical support and call control. Selected to assist major account and VIP customers with technical issues.

## INDUSTRY CERTIFICATIONS

Adobe Certified Expert: Flash CS3 ◆ Microsoft Certified Professional

## TECHNICAL EXPERTISE

Adobe Flash MX, 8, CS3, CS5, Photoshop, and MS Office; ActionScript 3 and 2; Microsoft Windows, Palm OS, and Mac OS, HTML, CSS