John Mathers

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# PROFILE

Results-driven and innovative professional with a comprehensive background in computer science, seeking a challenging role to leverage my technical prowess, adept problem-solving skills, and unwavering enthusiasm for driving innovation. With a solid foundation in computer science and a proven history of successful project execution, I am determined to contribute my diverse skill set and unwavering pursuit of excellence to a dynamic organization. My extensive cross-domain experience positions me to make an immediate and substantial impact in the rapidly evolving tech industry.

# SUMMARY OF QUALIFICATIONS

# Proficient in Adobe Creative Suite: Dreamweaver, Photoshop, Illustrator, and Acrobat

# Advanced knowledge of Microsoft Office Suite

# Expertise in data processing and analysis

# Proficient in internet technologies: HTML, CSS, JavaScript, SASS

# Experience with CRM systems and Jira project management

# Skilled in creating and managing CMS-driven websites using platforms like DNN

# Strong understanding of web technologies and trends

# EXPERIENCE

**Televox Solutions** Mobile, AL

***Technical Support Representative***2023 – Present

* Provide technical assistance to customers, troubleshoot issues, and ensure a positive customer experience by resolving problems with hardware, software, or networks.
* Follow established procedures and protocols to resolve problems.
* Escalate complex issues to higher-level support when necessary.
* Provide clear and concise instructions to customers on how to resolve their issues.

**E.M. Dunaway General Contractors** Mobile, AL

***Construction Worker*** 2019 - 2023

* Collaborate closely with supervisors and team members on diverse construction projects at Mobile Infirmary Hospital, contributing to the successful execution of vital infrastructure enhancements.
* Skillfully perform construction tasks, ensuring adherence to safety protocols and project specifications.

**Televox Solutions** Mobile, AL

***Website Developer***2012 - 2019

* Led the design and development of dynamic websites for a diverse client base, consistently delivering visually appealing and user-centric online experiences.
* Collaborated seamlessly with account managers and designers to translate client needs into compelling web solutions.
* Leveraged JavaScript expertise to customize and optimize client data integration, contributing to enhanced site functionality and user engagement.
* Managed updates and modifications to live websites, ensuring timely implementation of changes and enhancements based on client requirements.
* Successfully resolved a multitude of support tickets and technical issues related to live and developmental websites, showcasing exceptional problem-solving skills and dedication to client satisfaction.
* Worked in close collaboration with a multidisciplinary team of developers and designers on internal projects, fostering an environment of innovation and creativity.
* Expertly addressed site troubleshooting, optimized sites for search engines, developed responsive websites for diverse devices, ensured cross-browser compatibility, and designed multimedia elements.
* Maintained a strong commitment to ADA-compliant website development, ensuring inclusivity and accessibility for all users.

**Overlook Furniture** Mobile, AL

***Sales Manager*** 2007 - 2012

* Drove revenue growth through effective retail furniture sales strategies, showcasing a strong dedication to customer satisfaction and building lasting relationships.
* Demonstrated exceptional proficiency in accounts receivable management, combining telephone collections and in-person interactions to maintain timely payment and financial integrity.
* Coordinated inventory replenishment by efficiently placing orders and overseeing the receipt of merchandise, ensuring well-stocked showrooms.
* Expertly managed delivery schedules, optimizing efficiency and accuracy in the delivery process while maintaining a high standard of customer service.
* Orchestrated the seamless setup and placement of furniture within customers' homes, ensuring utmost satisfaction with each purchase.
* Operated delivery trucks with both automatic and standard transmissions, showcasing adaptability and technical prowess.

**Dogwood Productions** Mobile, AL

***Website Developer*** 2001 - 2011

* Designed and developed engaging websites by translating designs and layouts provided by Dogwood Productions, Inc., into captivating online experiences for a diverse clientele.
* Leveraged strong communication skills to effectively interact with clients, offering top-tier customer service via phone and email, and ensuring alignment with their website vision.
* Managed the successful launch of websites, demonstrating meticulous attention to detail and the ability to meet project deadlines.
* Ensured the continued relevance and functionality of websites by consistently performing updates and maintenance tasks, enhancing user experiences.

# EDUCATION

**Southeast College of Technology** Mobile, AL

Associates Degree in Computer Information Systems