

ALEXANDER R. JORDAN

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SUMMARY OF QUALIFICATIONS

Exceptionally well organized and resourceful Professional with more than fourteen (14) years' experience and a solid technical background in internal and external web-based applications, database development and management, internet and print marketing, project management and training, and customer service; excellent analytical and problem solving skills; able to handle multiple projects while producing high quality work in a fast-paced, deadline-oriented environment.

SKILLS

- Graphic Design
- SEO Strategy
- Project Management
- Vendor Negotiation
- Customer Service
- Web Authoring
- Data Management
- Internet / Print Marketing
- Training
- Technical Support
- Management
- Web Responsive, UI, UX Design
- Internal / External Web-based applications
- Internet Security
- Mobile Web Optimization
- Social Media Marketing
- Document / Procedure Writing

SPECIALTIES

- IBM LotusScript
- Windows / iOS
- ZenDesk
- Constant Contact / VerticalResponse
- SQL / MySQL
- DOS / Terminal
- jQuery
- JIRA Issue & Project Tracking
- HTML5
- JavaScript / Java
- .CSS
- SalesForce
- Adobe Photoshop, Dreamweaver, Flash, Illustrator, InDesign
- PHP
- .NET
- Responsive Design
- Chartio Data Analytics

PROFESSIONAL EXPERIENCE

- March 2018 —Present **Verification Specialist**
Ensure that Turo's customer and vehicle verification processes are customer friendly and efficient. Handle escalations from team of outsourced customer service reps performing customer verifications. Audit performance of outsource customer service representatives to ensure their work meets Turo's standards. Communicate with customers via email, phone and chat. Oversee external relationships with BPO vendor.
Turo – San Francisco, CA
- January 2017 — 2018 **Dash Team Builder / Special Projects**
Onboard, orient and interact with aspiring Independent Contractors to help build the future of local, on-demand delivery future of new rapidly growing tech-based start-up, DoorDash. Advanced special projects to heighten customer, merchant, independent contractor experience. Web-forms and G-suite.
DoorDash – San Francisco, CA
- November 2015 —Present **Social Media Manager**
Growing customer reach, manage social media channels; Facebook, Instagram, Twitter, LinkedIn and much more, web site maintenance, manage email marketing and SMS campaigns, maintain mailing and subscriber lists and graphic designer.
The Rellik Tavern / Independant Contractor – Benicia, CA
- April 2015 —Present **Freelance Programmer / Digital Designer**
Develop web applications to build online presence, and improve efficiencies and processes. Database administration and provisioning. Produce high quality digital and print collateral for internal and external clients. Social media and brand management.
Self Employed – Concord, CA
- January 2008 — 2015 **Sr. Application Developer**
Develop and maintain internal and external bank-wide web applications. SQL, MySQL and LotusNotes Database development and management. Mobile web optimization. SEO strategies.
Mechanics Bank – Hercules, CA
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PROFESSIONAL EXPERIENCE (CONT'D)

April 2007 — 2008

Assistant Customer Service Officer

*Supervise a team of customer service representatives, support office management, help office meet operational goals, deadlines, audit policies and procedures, and bank-wide objectives.
Mechanics Bank – Richmond, CA*

June 2003 — 2007

Assistant Banking Center Manager & Trainer

*Manage office sales goals; personal and business deposit accounts, credit loan accounts and mortgages. Coach and manage a team of associates. Train other management associates.
Bank of America – Napa, CA*

EDUCATION

August 2013

HTML5 and CSS Fundamentals / JavaScript Certificate

Learn iT! – San Francisco, CA

July 2003 — 2008

Multimedia & Web Design

The Art Institute of California – San Francisco, CA
