

# JASON R. DUFF

Charlotte, NC 28277 - 704 367-4919 - [2jduff@gmail.com](mailto:2jduff@gmail.com)  
Portfolio: [www.jasonrduff.com](http://www.jasonrduff.com)

## Professional Summary

Long-term career with a progressive organization for which my experience and self-motivation will benefit the company's needs. Utilize my communication, coaching, problem solving, technical and organizational skills to enhance the company.

## Working Skills

- Exceptional Interpersonal Communications
- Budget Management
- Staff Training/Development
- Organized
- Employee Scheduling
- Efficiently multi-tasked
- Customer Service Oriented
- Efficient Time Management

## Work History

### Front End Developer

#### **MicroD – Charlotte, NC**

**2016 –**

- Increased what I learned from Thinkful to apply to real world applications..
- Added knowledge of HTML, SCC, JQuery, and Angular to build new pages, sites and projects..
- Worked in a timely fashion to meet the demands of our clients .
- Created responsive websites as templates for our customers to use .

### Owner

#### **JD Audio – Charlotte, NC**

**2005 – 2016**

- Utilized my communication, problem solving, technical, and organizational skills to keep my customer satisfaction at a high level.
- Won service awards every year since opening the business in 2005.
- Understanding how a business is run, and how to have a successful business.
- Managed multiple stressful jobs at the same time with the customer satisfaction in mind.

### Project Manager

#### **AccuNet Communications – Charlotte, NC**

**2000 – 2005**

- Worked closely with sales to approve engineering quotes and configuration of telecommunication systems.
- Assigned service requests, installation, and training to multiple levels of technicians.
- Provided performance, project, and budget reports to upper management.
- Located top quality vendors to stock warehouses for installation and service.
- Partnered with local telephone vendors to provide cost savings to customers.

### Operations Supervisor

#### **Nextera / Williams Communications Solutions – Charlotte, NC**

**1997 – 2000**

- Apply organizational skills to manage up to thirty technicians with service, installations, and training.
- Provide leadership to schedule and prioritize technicians' workloads with customers' needs in mind.
- Work closely with leaders of corporations on large projects to ensure their telecommunications needs were met.
- Created weekly budgetary reports, graphs and presentations to upper management on all projects in North Carolina.
- Perform quartile *PowerPoint* presentations for the direct manager and general manager, which include customer satisfaction, technician productivity, and financial margins for the North Carolina region.

### Technician

#### **Witel / Williams Communications Solutions – Charlotte, NC**

**1996 – 1997**

- Lead technician on assigned installation and service projects.
- Responsible for customer satisfaction at each site on a daily basis with minimal return visits.
- Worked with others as a team to complete large projects.
- Promoted to supervisor after six months of employment

## Education

### **State of Florida College - Daytona Beach, FL**

**1990 – 1993**

- Certificate in Electronic and Computer Technology

### **ThinkFul**

**2015 - 2016**

- HTML, CSS, JavaScript, JQuery, Angular.js

**Version Control:** GitHub

**Text Editor:** Sublime Text