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# SCHERWAIN MASSAQUOI

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## PROFESSIONAL SUMMARY

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Dynamic Graphic Designer bringing a broad background in collateral design, website development and media production.

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## SKILLS

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- Excellent problem-solving abilities
- Excellent communication skills
- Website maintenance
- Git Version Control System
- Coding and modularization
- W3C DOM methods
- HTML5, CSS3 and JavaScript proficient
- Photoshop and Illustrator proficient

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## WORK HISTORY

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**Configuration Tech Contractor**, 01/2013 to 08/2013

**CompuCom** – 1225 Forest Parkway, Suite 500 Paulsboro, NJ 08066

- Performed configuration of Laptops, Desktops, Scanners and Routers with appropriate software specifics pertaining to clients order.
- Refreshed computers from XP (and similar) to Windows 7 operating systems.
- Tested configured systems for appropriate functioning and troubleshooted for any errors found.
- Completed all required documentation of installation including a quality assurance sheet to ensure accurate billing with respect to warranty contract, proper processing of defective products.
- Followed customer personal computer system hardware and software specifications based on the configuration services being performed and the instructions supplied.
- Troubleshoot malfunctioning units using efficient problem solving techniques and departmental procedures.
- Worked with Lab Engineers on difficult to solve problems or configurations.
- Consistently met deadlines and requirements for all production work orders.

**Tier II, Technical Support**, 10/2013 to 05/2015

**Comcast - National Activation Service Repair** – 1800 Bishops Gate Boulevard, Mt Laurel, New Jersey 08054

- Applied corrective action processes to accurately resolve customer order issues, ensuring customers' service commitments are met.
- Isolated and resolved problems by correlating information from network equipment, etc.
- Notified the appropriate individuals and organizations of network outages and restoration events by opening system trouble tickets, as necessary, with the fix agencies.
- Worked across multiple applications to perform error resolution in order to fulfill service orders that meet original time frame commitments made to customers.
- Opened and worked tickets through resolution.
- Followed up with Customers to ensure all issues pertaining to service malfunction are resolved at a satisfactory level.
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**Regulatory Specialist 2, Cust Svs Ops (Technical)**, 05/2015 to Current

**Comcast**

- Performed quality control on tickets worked from the local Regulatory Support Team.
- Ensured all issues mentioned within a Customer's complaint received from the Federal Communications Commission, Public Utility Commission or Better Business Bureau are investigated and addressed accordingly.
- Analyze complaints requiring legal review and escalate to the Legal Department for review.
- Review resolution/response letter and make final adjustments before submitting to the regulatory agencies.

- Investigate and relay possible trends regarding signal degradation and node issues to the appropriate for onsite troubleshooting.

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## EDUCATION

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**Bachelor of Arts:** New Media, 2008

**Penn State University** - Old Main, State College, PA 16801

**Master of Arts:** Media Arts, 2011

**LIU-Brooklyn** - 1 University Plaza, Brooklyn, NY 11201

- The Master of Arts in Media Arts is a unique interdisciplinary program which builds new bridges of understanding between the traditional and the modern, between media concepts and skills application, between media arts and other fields of study.
- Media Theory, 3D Computer Graphics, Interactive Design, Motion Graphics Production, Computer Graphics Imaging Portfolio

**Nanodegree:** Front-End Web Developer, 2017

**Udacity** - Online School

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## CERTIFICATIONS

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- CIW Site Development Associate
- Root Cause Analysis Course for Comcast
- CompTIA A+ Essentials and Practical
- CompTIA Network+