**S**CHERWAIN MASSAQUOI

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PROFESSIONAL SUMMARY

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

SKILLS

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

WORK HISTORY

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 satisfactorily  
level.

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.

EDUCATION

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

CERTIFICATIONS

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