

Desean T. Carter

1330 West Blvd #103, Cleveland, OH 44102 | deseancarter1990@gmail.com

Objectives

- To further my Developer skills and land a job..
- To solidify a position in my field of interest.
- To obtain a career that compliments my lifestyle and goals in life.

Education

CASE WESTERN RESERVE UNIVERSITY / 2020

- Degree: Full Stack Web Development
- Related coursework: HTML, CSS, JavaScript, Node.JS, GIT, GitHub

THE OHIO MEDIA SCHOOL / 2015

- Degree: Broadcast Journalism
- Related coursework: Radio & Television Production

THE ART INSTITUTE OF CHARLOTTE / 2012

- Major: Graphic Design
- Related coursework: Fashion Marketing, Web Design

Skills & Abilities

MANAGEMENT

- Since promoted to the Department Lead Supervisor at my previous job, this has been one of the most monumental moments in my professional career. I'm experiencing what it really takes to manage a department with employees and volunteers. The responsibilities given to me had high expectations which I have consistently met since my start in the department.

SALES

- 10+ years in retail sales and customer service. 7+ years in A/V media. 4+ years in business marketing and sales.

TECHNICAL

- Proficient in Microsoft Word, PowerPoint, and Excel
- Internet and Social Media savvy
- Extensive knowledge of Adobe Creative Suite, Pro Tools, Avid Media Composer, NexGen, RCS, Promosuite, VoxPro, Assistant Producer. WideOrbit, Final Cut Pro, Logic Pro, & Serato DJ, Veridocs, & iTrak

VOLUNTEER WORK

- iHeartMedia Promotions Team
- iHeartMedia Social Media Administrator
- WOIO 19 Action News
- Remote Broadcasting
- Local Field Reporting

Experience

SECURITY OFFICER | JACK CASINO CLEVELAND | 2018- PRESENT

- Provide security and protection for employees, guests, and property.
- Handle monetary transactions between games and Main Cage.
- Handle unruly guests and criminals in combative situations.
- Write required reports regarding all incidents that occur.
- Operate the Dispatch Center as required.
- Communicate via two-way radio and telephone.
- Direct foot and vehicular traffic during emergencies.
- Perform CPR and Heimlich Maneuver when needed.
- Assist paramedics as needed.
- Operate mobile unit, patrol property, and assist guests with vehicle problems.
- Respond to alarms and communicate with Cleveland Police.
- Other job-related duties as assigned.
- Provide security and protection for garage and employee lot.

LEAD GUEST SERVICES SUPERVISOR | THE CLEVELAND MUSEUM OF NATURAL HISTORY | 2014- 2018

- Responsible for the sale of admission, planetarium, and special event tickets to the general public.
- Check-in groups and process payments in accordance with established Museum procedures.
- Responsible for the sale of Museum memberships.
- Welcome all Museum guests with a high level of customer service and proactively anticipate and address guest's needs.
- Inform guests of all exciting events and programs happening at the Museum and assist them with acquiring tickets or more detailed information.
- Responsible for answering and directing phone calls received via the Museum switchboard.
- Process phone, mail, and online orders for special events.
- Maintain an employee and volunteer schedule.
- Submit reports for coupons and yearly event comparisons.
- Be a team leader and uplift moral.

PRODUCER | iHEARTMEDIA (CLEVELAND) | 2014 - 2018

- Responsible for planning and producing live and/or pre-recorded radio shows which may include news, music, talk, sports, traffic, and feature productions.
- Monitors listener emails, inquiries and responses related to shows.
- Schedules and monitors the radio stream during live recordings.
- Save show recordings, archive show files and post-production editing as directed.
- Running the board for pre-recorded or live shows.
- Promotions and live event set-up.
- 2016: NBA Championship Coverage: Cleveland Cavaliers Championship.
- 2016: Presidential Election Broadcast
- 2016 MLB World Series Broadcast
- 2016: Republican National Convention Media Coverage
- 2016: Pre-Presidential Debates
- Producer and Phone Screening on *"Rover's Morning Glory"* (WMMS) and *"The Mike Trivisonno Show"* (WTAM)
- Local/Network Cleveland Indians Live Broadcast
- Voice-Over Production
- Produced and Scheduled In-Studio Guests for #1 Radio Shows in Cleveland, Ohio
- Remote Broadcasts for Live On-Air Talent and Live Concert Events Such As iHeartRadio Music Festival, Cleveland's Country Jam & More!

SALES ASSOCIATE | LEOMHANN ENTERPRISES | 2018

- Services accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on potential customers.
- Uses systematic content of sales presentations to each customer.
- Focus all sales efforts by studying existing and potential volume of experienced consultants.
- Submit orders by referring to price lists and product literature.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Train and develop new account managers.

LEAD DISK JOCKEY | SURGICAL SOUNDS ENTERTAINMENT | 2017-2018

- Entertain crowds of a few hundred guest
- Coordinate with business clientele on entertainment needs and itinerary
- Speak publicly and clearly convey the appropriate message

References Available Upon Request.