

JP Bradley

Seattle, WA 98104

jamespbradley3@gmail.com

+14252987240

Work Experience

Quality Analyst

CrowdGen-Seattle, WA

January 2021 to Present

- Carefully examining data annotations (like text, images, audio) submitted by other contributors to verify accuracy and adherence to project guidelines.
- Applying specific quality standards and metrics to identify errors, inconsistencies, or ambiguous annotations.
- Providing detailed feedback to contributors on their work, highlighting areas for improvement and explaining why certain annotations were rejected.
- Tracking contributor performance based on quality metrics and identifying areas where additional training or support may be needed.
- Reporting findings and quality concerns to project managers, contributing to overall data quality improvement.

Premium App Support

Concord Technologies-Seattle, WA

February 2018 to November 2018

- Diagnosing and resolving complex technical issues that may require in-depth analysis of system architecture, custom configurations, and integration with other systems.
- Identifying potential issues before they impact the customer through regular system health checks and preventative measures.
- Designing and implementing tailored solutions to meet specific customer requirements, including configuration adjustments and custom scripting.
- Maintaining regular communication with key decision-makers, building strong relationships, and understanding their unique needs.
- Acting as the primary point of contact for critical issues, coordinating with engineering teams to resolve complex problems quickly.
- Possessing in-depth knowledge of the product suite, including advanced features and functionality, to provide expert guidance
- Providing technical training to clients on new features and best practices

Apple Support Advisor

Conduent-Seattle, WA

August 2017 to February 2018

- Maintaining accurate records of customer interactions and technical troubleshooting steps.
- Answering technical support calls, emails, or live chat inquiries from customers, clearly explaining solutions and guiding them through troubleshooting steps.
- Diagnosing and resolving customer internet connection issues, including problems with modem setup, router configuration, network speed, and connectivity.
- Assisting customers with account related issues like billing inquiries, service upgrades, and password resets.

Technical Support Specialist

Consolidated Communications-Richmond, VA

August 2016 to August 2017

- Diagnosing and resolving customer internet connection issues, including problems with modem setup, router configuration, network speed, and connectivity.
- Assisting customers with account related issues like billing inquiries, service upgrades, and password resets.
- Understanding and applying knowledge of internet protocols (TCP/IP), network topologies, and various internet service technologies (cable, DSL, fiber optic).
- Identifying complex issues that require further investigation and escalating them to senior technical support or engineering teams.
- Understanding of networking concepts, internet protocols, and troubleshooting techniques
- Ability to stay updated with evolving technologies and adapt to new troubleshooting procedures

Education

B.S. in Computer Science

University of Mississippi - Oxford, MS

June 2007 to May 2010