

## Contact

613-899-3145 (Mobile)  
jerryjhudson@icloud.com

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(LinkedIn)

## Top Skills

Technical Support  
Call Centers  
Customer Service

## Languages

English

## Certifications

Personal Branding: Marketing Your  
Self & Career As a Brand

SEO Free: A Beginners Guide to  
SEO

From SEO to SEO 2.0

Learn JavaScript & JQuery From  
Scratch

## Honors-Awards

2015 ORCCA Contact Centre  
Support Associate Platinum Award  
of Excellence

2018 ORCCA Contact Centre Agent  
Platinum Award of Excellence

# Jerry J. Hudson

Technical Support Specialist / Computer Technician / Graphic & Web  
Design

Nepean, Ontario, Canada

## Summary

### Abilities

- Adapt to an ever changing work environment.
- Communicate effectively in both a written and oral manner.
- Plan, prioritize and implement tasks.
- Manage and complete tasks on time.
- Work independently or as a member of a team.
- Troubleshoot and resolve technical issues efficiently

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## Experience

### j2 Global

Customer Support Specialist Tier 3

February 2015 - Present

Ottawa, ON, Canada

Provide Technical Support for the following products: Campaigner,  
CampaignerCRM (Phone, email & chat) and eFax Developer (Email).

Backup Resolution Specialist for Campaigner where I address support queries  
and tickets from first level support agents.

Train new and existing first level support agents on Campaigner,  
CampaignerCRM, eFax Corporate and eFax Developer.

### j2 Global

Customer Support Specialist

October 2009 - Present

Ottawa, ON, Canada

Provide Technical Support for the following products: Campaigner,  
CampaignerCRM (Phone, email & chat) and eFax Developer (Email).

Backup Resolution Specialist for Campaigner where I address support queries  
and tickets from first level support agents.

Train new and existing first level support agents on Campaigner, CampaignerCRM, eFax Corporate and eFax Developer.

## Convergys

### Customer Support Specialist

January 2004 - June 2009 (5 years 6 months)

Ottawa, ON, Canada

Provided Technical Support for the following companies: Road Runner Residential Internet Service (Phone, Chat & Email), Time Warner Cable Abuse Department and AT&T Wireless.

## Stream Global Services

### Technical Support Specialist

May 2001 - September 2002 (1 year 5 months)

Belleville, ON, Canada

Provided Technical Support for Palm for both Windows and Mac.

## DIN Solutions

### Freelance Web and Graphic Designer

June 1998 - June 1999 (1 year 1 month)

Ottawa, ON, Canada

Provided web design and graphic design for multiple projects.

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## Education

### Loyalist College

Computer Programming/Systems Analyst · (2001 - 2001)

### Bishop Smith Catholic High School

Ontario Secondary School Diploma, General Studies · (1989 - 1994)