**WHO DO YOU SERVE?**

Describe the communities, organizations and tribes you serve. Pick the top 3. Then narrow to the one that resonates the most with you.

* Viewer experience: Addressing viewers regarding product service use.
* Entertainment: Streaming service that conclude Live TV, on-demand content with and without commercials.
* Technology: Software, application, network, and device compatibility.

**WHAT DO YOU DO?**

Describe what you do to help others. Pick the top 3. Educate others on proper workflow and guidelines that met business needs.

* I analyze software functionalities and video performance metrics from audience engagement.
* Proactively monitored daily service trends with the ability to prioritize by importance and deadlines.
* Provide level 1 agents accurate information on Live TV events regarding regional availability and blackouts.

**HOW?**

Describe in tangible terms how you are able to help others. Pick the top 3.

* I provide accurate information to level 1 advocates how metrics impact viewer experience based on metric values, metric calculations, and interval of the data through internal chat.
* I track issues with software functionalities, content, and Live TV performance.
* Guide level 1 agents how to assist viewers to troubleshoot.

**WHY YOU DO THIS?**

Describe the emotional, intangible benefits you create for others. Pick the top 3.

* Implement constructive feedback to leadership teams and advocates on proper workflow and guidelines that met business needs.
* Report service issue trends to the proper team for further investigation to resolve it.
* Communicate Live TV sporting events across 8 different office sites to prepare level 1 advocates.

**Positioning Statement**

**I help** the Viewer Experience organization **to** monitor, analyze, and assist level 1 advocates **by** tracking issues with Live TV performance/software functionalities, educating advocates on viewer experience metric values, and guiding advocates **that** benefit from provided constructive feedback, reporting service issues, and delivered Live TV updates.