

Andrew M. Aronoff

Bethesda, Maryland
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Work Experience

Product Support Specialist, Development QA, Graphics, Razoo Global Corporation July 2014 | May 2016

- Provided thorough and efficient personalized technical customer support for the Razoo platform. Helped a range of users: from new clients getting set up, to experienced users with more complicated campaign implementation.
- Directly worked with a small internal customer support team. Collaborated with our accounts and management teams to manage workload and address new opportunities and solutions.
- Utilized multiple programs for ticketing and phone support, form submissions, internal communication tools, and donation processing and authorization services. Tracked unique and potential large clients through Salesforce for the accounts team.
- Generated and designed forms for verification and registration using Wufoo and Formstack.
- Aided the development team by QA'ing new features and fixes for logic and functionality in the stage environment. Entered tickets, bugs, and fixes in the development team's tracking systems, including Rally and Asana.
- Designed mock ups for executives and clients using Adobe Creative Suite, Google Docs, and Lucidchart.
- Worked with the development team to implement CMS edits to the main brand and for client "giving day" pages.

Leadership Development Associate, Westland Printers: an RR Donnelley Company (CGX prior) March 2011 | June 2014

- Learned business management, specializing in the print industry. Management, production, shipping and mailing regulations, file management, office and production purchasing, accounting (payables).
- Information Technology (IT) Manager:
 - Configured all computer hardware and software for new users. Worked with our management company who handled Exchange directly.
 - Installed all computer software, upgrades, and provided troubleshooting assistance.
 - Oversaw our network and internet services, desk phone and cell phone setup and management, and facility entry system.
 - Routinely setup new, and removed old, employee work spaces and managed the accounts in the system.
- In-House Graphic Designer: Generated graphics for internal campaigns and marketing, as well as for clients and non-profit groups, such as Runnin' 4 Rocco – Baltimore Marathon, and Firehouse ATU-726.
- Event Planner: Prepared proper equipment and layout, worked within a budget to feed 80-200 guests with various appetite concerns, and organized in a timely manner to achieve maximum satisfaction while meeting time and budget restrictions.
- Lead Project Manager and Quality Analyst for a perpetual cross-media campaign for our largest client and one of the company's most profitable pieces of programmed business:
 - Programmed, tested, and communicated with developers in India, California, and Texas.
 - Met with key customers and demonstrated the system to them.
 - Implemented complex client-specific automated flows to handle daily tasks, saving the company over sixty hours of monthly file manipulation each month.
 - Database management, set priorities for staff, managed day to day work flow, and customer needs.
 - Trained new Project Manager.
- Lead Project Manager for an online Digital Asset Management feature for a new client:
 - Effectively learned the platform, functionality, and features for client meeting and trainings.
 - Provided personal face-to-face support to help the customer become more familiar with the interface, and custom implemented a better interface with the source company for the client.
 - Created user levels and managed the creation and permissions of each group accessing the online system.

Head Coach, University of Maryland, College Park, Women's Club Volleyball August 2010 | May 2012

- Planned, ran and created specialized practices to teach players proper form, technique, and mental game.
- Led the team through individual and team strategy during matches and crucial game moments.
- Coached 20 collegiate student-athletes on a competitive play level.

Education

General Assembly, Front End Web Development
General Assembly, Javascript (*in process*)

June 2016 | August 2016
August 2016 | October 2016

University of Maryland, College Park, MD
B.A. Studio Art – Design Concentration; GPA: 3.69

September 2005 | May 2009
Minors: Meteorology | Sports, Commerce and Culture

Targeted Skills and Interests

- Computer office programs: Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Adobe Acrobat Pro.
- Design and Web Development: Adobe Illustrator, Adobe Photoshop, Adobe InDesign, HTML, CSS, jQuery.
 - Capable of using both PC and MAC platforms
- Familiar with the checklist and process for getting new users set up and added into a system, as well as being set up to start working immediately.