

# K. Mason Carter



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## Objective

To obtain a position at a progressive company where I can maximize my management skills, graphic and web design expertise, technical and administrative training experience for the betterment of the company.

## Master-Level Skillset

Video editing (**Adobe After Effects, iMovie, Adobe Premiere**), Photo Editing (**Adobe Photoshop, Adobe LightRoom, Adobe Illustrator, Adobe Fireworks**), Front-end Web Design (**HTML5, CSS, Prototyping, Wire framing, SEO, UI/UX, Google Analytics**) Superb Eye for Detail (**Typography, Kerning, Font Families, Alignment**), Human Resources Management (**OSHA, FMLA, Disciplinary Actions, Interviewing, Candidate Selection**), Print Advertising, Conflict Resolution, Corporate Presentations, IT Project Management, Web Site Advertising, Flyer and Poster Printing, Employee Scheduling, Employee Payroll, Technical Training,

## Experience

### Server Intellect

January 2014 to Present

System Administrator

- Provide support to customers with dedicated Microsoft Windows Servers (2003, 2008, 2008 R2, 2012).
- Monitor server uptime and perform daily, weekly and monthly maintenance to ensure peak performance.
- Troubleshoot website coding based on PHP, ColdFusion, HTML, CSS, JavaScript and ASP.NET.
- Provide advice on configuration and design of the customer's site.
- Engage customers over phone, email and live chat.
- Validate, install and configure website licenses.
- Install and provision Microsoft Windows 2012 servers.

### Nocturnal Innovations INC.

February 2002 to January 2014

Web Designer

- Meet with prospective clients to discuss needs and wants concerning various company brand products.
- Design wireframes and mockups based on client specifications.
- Analyze strategies for the end-user experience and overall optimization of the client's site focusing on visual hierarchy and W3C principals.
- Meet with customers to discuss prototypes and optimize products for User Interaction and overall User Experience.
- Design logos, letterhead, business cards and company branding for clients using the Adobe Creative Suite.
- Code mockups using advanced HTML5, CSS3 and basic JavaScript.

## Bright House Networks

July 2004 to June 2013

Technical Customer Care Supervisor

- Maintained consistent use of graphic imagery in materials and other marketing outreach.
- Met and exceeded company sales and productivity goals for 2006 through 2013.
- Investigated and resolved customer inquiries and complaints in an empathetic manner.
- Cross-trained and backed up other customer service supervisor.
- Strong leader of customer support staff.
- Assumed ownership over team productivity and managed workflow to meet or exceed quality service goals.
- Trained staff on operating procedures and company services.
- Provided accurate, specific and timely performance feedback for CSRs.
- Maintained up-to-date knowledge of product and service changes.
- Managed workflow to exceed quality service goals.
- Project Manager for Central Florida Work@Home program.
- Handled customer escalations obtained directly from Vice President of the company.

## Hostcentric Web Hosting

February 2002 to February 2004

Lead Technical Engineer

- Designed new on-brand visual elements to effectively convey concepts and messaging.
- Maintained consistent use of graphic imagery in materials and other marketing outreach.
- Translated business goals, feature concepts and customer needs into prioritized product requirements and use cases.
- Translated technical specifications into detailed product requirements.
- Established compatibility with third party software products by developing programs for modification and integration.
- Developed and implemented complex Internet and Intranet applications on multiple platforms.
- Diagnosed and troubleshot UNIX and Windows processing problems and applied solutions to increase company efficiency.
- Remained up-to-date on the latest technologies and solutions applicable to company products.

## Education

Devry University

October 2010 to Current

Orlando, FL

Bachelor of Arts: Multimedia and Graphic Design Business Management

- Art Design coursework
- Advanced Graphic Design coursework
- Coursework in Arts Administration
- Photography mastery
- 3D Animation
- Business Administration coursework
- Advanced Illustration coursework
- Certification in Adobe Photoshop, Illustrator, InDesign
- Coursework in Computer Science and Information Technology
- Coursework in Business, Management and Marketing