

Kareem Mason Carter



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Master-Level Skillset

Video editing (**Adobe After Effects, iMovie, Adobe Premiere**), Photo Editing (**Adobe Photoshop, Adobe LightRoom, Adobe Illustrator, Adobe Fireworks, Adobe Dreamweaver**), Hand-Coded Front-end Web Design (**HTML5, CSS, Prototyping, Wire framing, UI/UX, AGILE SCRUM**) 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).
- Subject Matter Expert for web design, social media marketing, HTML and CSS coding, Adobe Creative Suite and Wordpress.
- 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. (freelance)

February 2002 to January 2014

Web Designer/ Project Manager

- 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 UI/UX.
- Design logos, letterhead, business cards and company branding for clients using the Adobe Creative Suite.
- Code mockups using advanced HTML5, CSS3 and basic JavaScript.
- Configure CMS systems using Wordpress and Bootstrap and SASS CSS frameworks

Bright House Networks

July 2004 to June 2013

Technical Customer Care Supervisor

- Assisted in the design and development of the internal intranet named "Coyote" using HTML and CSS.
- Developed graphics and performed updates for businessssolutions.brighthouse.com (not current design)
- Created internal email blasts, newsletters and worked as project manager and designer of internal comic book.
- Trained staff in the use of creative software (Adobe Illustrator and Photoshop) and development tools (Adobe Dreamweaver) to help further their careers and expanding their knowledge and marketability.
- 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.

Hostcentric Web Hosting

February 2002 to February 2004

Server Administrator

- Designed new on-brand visual elements to effectively convey concepts and messaging.
- Performed redesigns for customers in HTML, CSS, Adobe Photoshop and Fireworks.
- 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