

# Douglas Fones

## Client Services Analyst - EBay Enterprise

Ardmore, PA - Email me on Indeed: [indeed.com/r/Douglas-Fones/b1efb9d05c0f9663](https://www.indeed.com/r/Douglas-Fones/b1efb9d05c0f9663)

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Client Services Analyst

EBay Enterprise - King of Prussia, PA - October 2014 to Present

- Supports a top-tier eBay Enterprise client with technical support issues, and is in the frontline of communication between the client and eBay Enterprise's internal resources.
- Member of a technical account management team that includes tactical and strategic technology planning, technology support and service delivery.
- Builds a strong rapport with clients including managing day to day technology client relationships, setting appropriate expectations, and managing day to day client communications.
- Manages the day to day client technology issue resolution and communication working collaboratively with the greater eBay Enterprise to address and resolve technology issues in a timely fashion.
- Participates and supports client technology projects and launches, which include activities such as solution ideation and business requirements definition.

#### QA Analyst, QA Project Lead

EBay Enterprise - King of Prussia, PA - February 2013 to October 2014

- QA Project Lead on the Pet Smart project.
- Successfully managed numerous custom fixes and provided the required documentation to substantiate quality levels were achieved.
- Remained aware of project goals and delivery dates and progress being made toward those goals.
- Conducted project testing through completion and identifies risks identified prior to implementation.
- Worked on a team to ensure that system requirements are satisfied for internal and external application users.
- Checked defects from identification to closure through the Software Development Life Cycle.
- Conducted Webinars for clients to demonstrate features, functionality, and fixes.
- Played a key role in the completion and launch of the 11.4 Platform, Christopher and Banks Web store, and Pet Smart Web store.
- Developed a solid understanding of the platform functionality and client needs/demands
- First-hand experience using the 11.4 Platform, Order Management System, Vendornet, Epiphany, Marketing pixels, and Omniture.

#### Software Tester, Reporter

Intertek - Blue Bell, PA - 2011 to 2013

- Performed various regression, functional, license, network, data storage, and user interface testing for the Amazon Android Marketplace, Microsoft Marketplace, Motorola Mobility, and Blackberry RIM.
- Created clear, concise, and well-constructed technical reports.
- Identified correctness, completeness, security and quality of software under real world conditions.

#### Italy Internship

Office of Hon. Amato Berardi- Italian Parliament - Roma, Lazio - June 2010 to August 2010

Developed and prepared a request for proposal.

## **Sales Professional**

Bloomington - King of Prussia, PA - 1996 to 2009

- Exceeded monthly goals to drive business forward.
- Top sales professional for four years.
- Developed and managed a large active sales pipeline through extensive client relationships.
- Trained sales professionals on new merchandise.

## **EDUCATION**

American University of Rome-Rome - San Jose, CA  
August 2013

## **Bachelor of Science in Computer Information Systems**

Villanova University - Villanova, PA  
December 2012

University of Urbino-Urbino  
June 2012

The Italian International Institute-Florence - Firenze, Toscana  
June 2010

## **SKILLS**

Client Management (10+ years), Client Services (3 years), Customer Service, Customer Service (10+ years), Management Experience, Management Experience (10+ years), Quality Assurance (3 years), Problem Solving (5 years), Software (5 years), production support (3 years), Analytical Skills (5 years), Communication Skills (10+ years), Technical Skills (5 years)

## **ADDITIONAL INFORMATION**

Areas of strength

- Analytical
- Communications
- Technical
- Customer Service

Skills:

Computer literacy: Windows Operating Systems, Linux  
Software: Omniture, Jira, Client IQ, JDA, Visio, VM ware, SAP, and Microsoft Office  
Programming Languages: HTML, SQL, Java, and Visual Basic