

# James Craine

UI / UX Expert and Front End Developer

[LinkedIn](#) | [Portfolio](#) | [Github](#)

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*Diversely creative and skilled. Analytical with an insatiable drive for knowledge coupled with a strong but agile aesthetic. Motivated designer and developer with experience creating custom websites through JavaScript, HTML and CSS. Strong collaboration skills and proven history of application development.*

## SKILLS

Illustrator, Proto.io, Treejack, Optimal Workshop, HTML, CSS, JavaScript, Node.js, JQuery, Bootstrap, Git, Mongo, Heroku, Express, pattern libraries, interaction mapping, site mapping, wireframing, prototyping, Handlebars, APIs, OOP, React, SQL, Slack, Salesforce, Microsoft Office Suite, G-Suite for Business, Creative Problem Solving, Data Analysis and Performance & Product Consultation

## RELEVANT EXPERIENCE

- [Georgia Tech Full Stack Coding Bootcamp](#), graduated May 2020
- [UI / UX Design Specialization at California Institute of the Arts](#), completed June 2020
  - [Visual Elements of User Interface Design](#)
  - [UX Design Fundamentals](#)
  - [Web Design: Strategy and Information Architecture](#)
  - [Web Design: Wireframes to Prototypes](#)
- [Fundamentals of Graphic Design](#), California Institute of the Arts, completed June 2020

## EMPLOYMENT EXPERIENCE

**Valet Living, Atlanta, GA** - *Regional Account Manager*

2018 - 2019

- Build strong relationships with key property management leadership in order to evaluate customer satisfaction, uncover operational challenges, identify upsell opportunities, liaise with internal sales and operations teams, and mitigate any potential client cancellations. Responsible for the training and development of new team members.

**KORE Wireless, Atlanta, GA** - *Account Manager*

2017 - 2018

- Develop and maintain trusted advisor relationship with key accounts to appropriately manage client expectations and ensure the effective and timely delivery of products and solutions custom-suited to their needs and objectives.
- Serve as lead point of contact for all customer account management matters. Quarterback on challenging client requests, operational implementation, and issue escalations as needed.

**RentPath, Atlanta, GA - Client Retention & Performance Analyst**

2015 - 2017

- Partner with clients and sales leadership to conduct in-depth account performance analysis, identify growth opportunities, create retention strategies, overcome objections, and deliver client satisfaction and critical revenue gains.
- Consistently perform to goal on key metrics, including the retention of 363 canceled accounts within 12-month time period totaling over \$1.5 million in annual contract value and decreased client churn to below 1%.
- Responsible for the continued development of strategic planning and business processes associated with the continued growth and effectiveness of the client retention team and in support of sales teams & leadership. Responsible for the training and development of new team members.

**RentPath, Atlanta, GA - Account Manager, Strategic Accounts**

2011 - 2015

- Maintained a portfolio of 20 high-priority national accounts, totaling over 3,000 individual properties with while cultivating strong working relationships with key client contacts ranging from executive leadership to frontline employees. Responsible for the efficacy of all related marketing efforts, consulting on and coordinating the production of digital marketing content and solutions tailored to meet the strategic goals identified for each account.

**RentPath, Atlanta, GA - Support Services Coordinator**

2008 - 2011

- Managed all aspects of both print and online publication for over 30 monthly, national consumer housing guides acting as sole provider of internal and external web and phone support to clients and users, including the maintenance of thousands of digital advertising listings. Coordinated the ordering, billing and fulfillment of new product listings and enhancements.

**RentPath, Atlanta, GA - Copy Editor**

2006 - 2008

- Managed all aspects of both print and online publication for over 30 monthly, national consumer housing guides acting as sole provider of internal and external web and phone support to clients and users, including the maintenance of thousands of digital advertising listings.

## EDUCATION & CERTIFICATIONS

- [Georgia Tech Full Stack Coding Bootcamp](#), graduated May 2020
- [Fundamentals of Graphic Design](#), California Institute of the Arts, completed June 2020
- [UI / UX Design Specialization, California Institute of the Arts](#), completed June 2020
- Bachelor of Arts, Georgia State University, Atlanta, GA