

****Jelani White****

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****Professional Summary****

Versatile media and technology specialist with 5+ years of experience managing digital platforms, AV systems troubleshooting, and content creation. Skilled in rapidly resolving technical issues, managing website content, and supporting technology infrastructure. Passionate about providing exceptional user experiences and driving efficiency through innovative solutions.

****Technical Skills****

- AV Systems (Crestron, Kramer)
- Technical Troubleshooting (Hardware/Software)
- Website Management (Wix, WordPress)
- Content Creation & Digital Media
- UX Research & User-Centered Design
- Project Coordination & Event Planning
- Programming & Creative Coding (JavaScript, HTML, CSS, Python, MATLAB)

****Work Experience****

****Good Neighbors Community Outreach Agency | Project Manager & Website Manager****

June 2023 - Present | Bronx, NY

- Redesigned 2 high-traffic websites using Wix and WordPress, increasing monthly user engagement.
- Coordinated annual community festival event, managing logistics and layout optimization through OnePlan software, facilitating attendance of vendors and participants.
- Developed strategic content updates to improve accessibility and visibility of digital resources.

****NYU Tandon School of Engineering | Media Services Assistant****

Sep 2018 – Sep 2023 | Brooklyn, NY

- Resolved technical issues with audiovisual systems (Crestron/Kramer), handling 50+ client cases per month with a 95% first-contact resolution rate.
- Maintained regular maintenance checks on AV systems, minimizing downtime by 30%.
- Provided technical support for university events, ensuring seamless multimedia presentations.

****TAAK | Technology Intern****

Sep 2022- June 2023 | Brooklyn, NY

- Delivered brand identity redesign and website launch within 3 months, improving user experience.
- Conducted competitive research and business process mapping, refining operations strategy.
- Assisted in the development of digital media and research projects for the company.

****NYU BITS Lab | Research Assistant****

July 2020 - Aug 2020 | New York, NY

- Processed and analyzed extensive data using MATLAB and Python, reducing processing time by 40%.
- Tagged ultrasound data and tracked tongue shapes for speech research applications.
- Conducted data management for research studies, ensuring accuracy and reliability.

****Education****

New York University Tandon School of Engineering | Brooklyn, NY

Bachelor of Science in Integrated Digital Media | 2023

Relevant Coursework: Creative Coding, UX Research, Web Development, Game Design, Real-Time AV, Physical Computing