Joseph Carothers

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https://github.com/joecaro

**Education**

**Florida State University,** Tallahassee, FL December 2019

**Bachelor of Science in Psychology**

**Minor in Business Analytics**

**Experience**

## **CMDI,** Tyson’s Corner, VA

*Client Representative*

April 2020 - Present

* Provide support for three online products through emails, chats, calls, and scheduled meetings
* Hold trainings for new clients catered toward the clients roles & responsibilities
* Create and curate helpdesk content on the Zendesk platform
* Communicate bugs to development team through an agile project management tool
* Assist in development of new features through product meetings
* Mock up designs for new features using Adobe XD and HTML/CSS
* Develop tools for the support team including web applications to manage clients

## **Cherry Communications,** Tallahassee, Fl

*Supervisor*

May 2019 - April 2020

* Promoted within an eight-month time frame for exceeding employee standards
* Lead training of new employees
* Monitor entire floor of employees to ensure quality of call performance
* Evaluate and log performance metrics of employees
* Assist in monitoring automated calling system to ensure efficient contact ratios

*Telephone Survey Representative*

Sept 2018 - May 2019

* Conduct cold calls on a daily basis
* Administer surveys to registered voters over the phone
* Ensure integrity of survey administration and answer collection

## **The Acaphiliacs of FSU,**Tallahassee, FL Jun 2017 - Jun 2018

## *President*

## Establish club goals and set benchmarks to reach them

## Plan and organize group trips by contacting involved parties, making itineraries and estimated expense lists

## Ensure officers are effectively performing their duties through regular meetings

## Communicate decisions of the officers to members in a clear and concise manner

## Manage club bank account

## Correspond with clients and inquiries for performances

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| **Skills**  | Team Management | Project Management | | --- | --- | | Analytics | Product/Service Knowledge | | Microsoft Office | Zendesk | | **Development Technologies:**   | HTML5 | CSS | | --- | --- | | ReactJS | NextJS | | Express | MongoDB | | MYSQL | AdobeXD | |
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