

# Jacob Perez

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**SUMMARY** Adept cross functional customer service lead trained in PII governance & client data protection across the educational industry.

## EXPERIENCE

**Pearson | San Antonio TX— Customer Technical Support Lead**  
8/2012 – 12/2019

Lead the support staff for online educational monitoring systems. Key responsibilities include resolving product and technical support escalations, documenting production bug finds for development team review and logging customer ticketing interactions taken via phone & email through Salesforce. Additionally amend, update and interpret KB articles for support staff reference.

**Pearson | San Antonio TX— Assessment Scoring Supervisor**  
5/2012 – 7/2012

Instructed, coached and supervised a group of educational associates scoring various testing assessments. Daily performance monitoring included proctoring team for achievement standards aligned with accuracy, rate, and reliability metrics.

**Pearson | San Antonio TX— Assessment Scorer**  
3/2012 – 5/2012

Reviewed and scored student assessments using evaluative rubrics in confidential environments. Recognized for exceeding scoring rate and reliability requirements established on projects. Assisted with management advisement review on ways to improve scoring process.

## EDUCATION

**UTSA | San Antonio, TX— Bachelor of Business Administration – Marketing 2011**

### Achievements & Focus

- Completed Senior project focusing on process examination and post-evaluation critique of various B2C consumer sales relationships
- Capstone concentrations involved speculative pitch of corporate acquisition and merging, presentations over consumer behavior, and integrating marketing functions, processes and concepts into effective business decision making

## TECHNICAL DEXTERITY

### PRIMARY

#### Logging Utilities:

- Jira
- Salesforce CRM: 5+ years (service cloud end user)
- Nimsoft (CA UIM)
- HP Application Lifecycle Management
- Clever
- G Suite (Google apps for work)
- Microsoft Office suite & Office 365

### SECONDARY

#### InterOffice Communication:

- Join.Me
- HipChat
- GoToMeeting
- Slack
- Skype for Business

## PROJECTS

### **AIMsweb SME | *Recurring***

Serve as a skilled authority in a consultative role for an online RTI assessment system (AIMsweb) providing end user intel experience for UAT groups. Primary responsibility is to sit in on daily meetings to assist Testers, Developers, & Product Managers with in-depth user role feedback.

### **DRA/DRA2+ Operational Sustainment | *Recurring***

Provided assisted support services during peak times of low availability and high volume for a research-based assessment tool (Developmental Reading Assessment) where educators observe, record and evaluate changes in student reading performance.