



# DrewHarper.com

UI/UX Design ▪ Visual Design ▪ Print  
786 439 9168 ▪ [druharper@gmail.com](mailto:druharper@gmail.com)



## 🔧 Specialties

- > UI/UX Design
- > Visual Design
- > Interaction Design
- > Prototyping
- > Project Management
- > Story Boarding
- > Graphic Design
- > SVG Icons
- > Illustration
- > Typography

## 🔧 Tools

- > Figma, Sketch & Axure
- > Adobe Creative Suite
- > Affinity Creative Suite
- > HTML
- > CSS, SASS, Tailwind CSS
- > JavaScript
- > Vue.js, Nuxt.js, Gridsome
- > Bootstrap/Material
- > Git
- > Agile, Lean

## 📁 Experience

- > **UI/UX Designer/Visual Designer, Comcast (TCS)**  
Full-Time Remote, Nashville, TN, 01/2022–present
- > **UI/UX Designer/Visual Designer, Zander Insurance**  
Full-Time, Nashville, TN, 08/2021–01/2022
- > **2017–present**  
Contracting, [ValentinaDesign.com](http://ValentinaDesign.com), [DrewHarper.com](http://DrewHarper.com),  
[Dollar General mockup](http://DollarGeneral.com), continuous learning: Nashville  
Software School, JavaScript, Vue.js, Nuxt.js, Gridsome.
- > **UI/UX Designer, TN Dept of Education**  
Contract, Nashville, TN, 12/2016–06/2017
- > **UI/UX Designer, Civic Inc.**  
Contract, Nashville, TN, 09/2013–02/2015
- > **UI/UX Designer, JPay.com**  
Full-time, Miami, FL, 2008–2013  
> [JPay.com](http://JPay.com), Mobile, One-man UX Design/Marketing Dept.
- > **UI/UX Designer, Safari Ltd.**  
Contract, Miami, FL, 2007–2008
- > **UI/UX Designer, Planning Grp Int.**—now Sapient Nitro  
Contract, Miami, FL, 2006
- > **UI/UX Designer, Diaz & Cooper Adv.**  
Full-time, Miami, FL, 2003–2006
- > **Art Director & Web Designer, TBWA**  
Full-time, London UK, 1998–2000

## 📁 Profile

Art Director in Miami. Moved to London, England and worked at top ten Ad agency TBWA (Omnicom). Early 2000s moved to UI/UX Design.

When UX design is good it seems simple and inevitable. Love reducing UX complexity to UX delight. Also highly productive; you need 7 versions for meeting tomorrow? No problem. Like my Bézier curves perfect.

Highly proficient with Figma, Adobe CS, including InDesign, Sketch, Axure, Bootstrap. Loving new into Affinity Creative Suite tools.

## 🎓 Education

- > Miami International University of Art & Design (IFAC), 1987, Miami, FL, Commercial Art, AA Degree
- > Trent College, 1984, Long Eaton, UK  
Boarding school in England, received Art Scholarship. Played Rugby for my county.

## 👥 Referrals


- > Don Pham, Project Manager  
[don.kim.pham@gmail.com](mailto:don.kim.pham@gmail.com)  
(954) 801-9975
- > Mike Mack, Coder  
[mikemack88@gmail.com](mailto:mikemack88@gmail.com)  
(415) 509-1909
- > Joanna Perry, Creative Director  
[joanna@nomadhome.net](mailto:joanna@nomadhome.net)  
+44 788-418-7100



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### See What Our Clients Are Saying

"The whole experience was very pleasant, I would definitely do business with them again."

BRUCE U




★★★★★

See All Reviews

"I was amazed by the quality and professionalism of Zander insurance."

HECTOR B




★★★★★

See All Reviews

"Great customer care! I also appreciated the financial philosophical alignment with Dave Ramsey's common sense principles."

JOSUE S




★★★★★

See All Reviews

"I am a fussy customer with high expectations. Zander exceeded my expectations."

KEVIN G




★★★★★

See All Reviews

"I recommend Zander insurance and have been happy with them for several years."

COLIN C



★★★★★

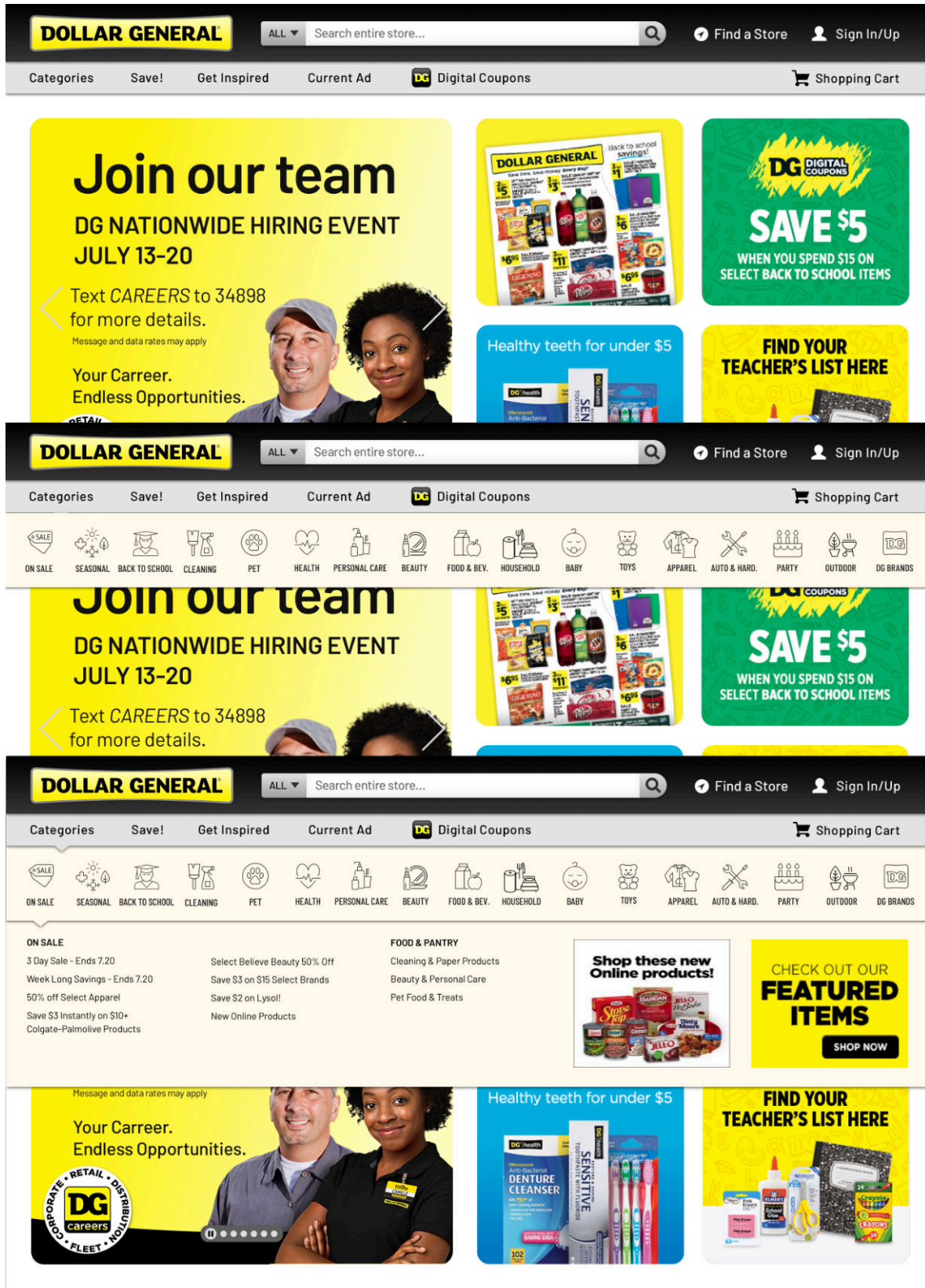
See All Reviews



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Website: UX Design, Figma, Icon design.





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Govt Portal:  
UX Design, Sketch,  
HTML, CSS, SASS,  
Bootstrap.

Department of Education EPP Portal

Pathfinder University

Polk School of Education

jane.doe@pathfinder.edu Logout

WelcomeAnnual ReportReviewsUsers

Back to Reviews Home

SAP Chemistry: 6-12

18 Prompts - 14 Complete

Due July 16, 2017

Last reviewed and updated on 6/7/2017

Cras justo odio, dapibus ac facilisis in, egestas eget quam. Duis mollis, est non commodo luctus, nisi erat porttitor

Section 1: Program Curriculum

Dr Michael Avila

RUBRIC

Indicator 1: Program Synopsis

Indicator 2: Program of Study

Dr Michael Avila

RUBRIC

RFE 01

Dr Michael Avila

State-Recognized Partnership Agreements Please attach files Lorem Ipsum Dolor

RESPONSE: Files, 1-3 files.

PDF

XLXS

DOCX

Malesuada Cras Ultramc.pdf

Fringilla Ultricies.xlxs

Mattis.docx

Get Evidence

Approve

Revert

Indicator 3: Source of Specialty Area Standards

Indicator 4: Program Alignment to Standards

Section 2: Clinical Experiences

Section 3: Candidate Assessment

Section 4: Optional Information

Submit to TDOE

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Department of Education EPP Portal

TDOE Super UserLogout

HomeReviewRFE SetsUsers & GroupsOrganizationsEndorsements

RFE Sets > Comprehensive Review > Standard X > Component X > Indicator X

Comprehensive Review

Integer posuere erat a ante venenatis dapibus posuere velit aliquet. Aenean lacinia bibendum nulla sed consectetur. Aenean eu leo quam. Pellentesque ornare sem lacinia. 56 RFEs

Make a New Standard

01. Standard 1 Content and Pedagogical Knowledge

02. Standard 2 Clinical Partnerships and Practice

The provider ensures that candidates develop a deep understanding of the critical concepts and principles of their discipline and, by completion, are able to use discipline-specific practices flexibly to advance the learning of all students toward attainment of college- and career-readiness standards.

RUBRIC

01. 2.1 TN Partnerships for Clinical Practice

Partners co-construct mutually beneficial P-12 school and community arrangements, including technology-based collaborations, for clinical preparation and share responsibility for continuous improvement of candidate preparation. Partnerships for clinical preparation can follow a range of forms, participants, and functions. They establish mutually agreeable expectations for candidate entry, preparation, and exit; ensure that theory and practice are linked; maintain coherence across clinical and academic components of preparation; and share accountability for candidate outcomes.

RUBRIC

01. 2.1.1 EPP/LEA Roles and Responsibilities

Indicator Description text - Presentet commodo cursus magna, vel scelerisque nisl consectetur et. Cras justo odio, dapibus ac facilisis in, egestas eget quam. Morbi leo risus, porta ac consectetur ac, vestibulum at eros. Integer posuere erat a ante venenatis dapibus posuere velit aliquet. Cras justo odio, dapibus ac facilisis in, egestas eget quam.

RUBRIC

A. Partnership Agreement - State Recognized Template

B. Narrative

C. On-site Interviews

D. Supplemental Planning Documents

E. Other

02. 2.1.2 Expectations for Candidate Support and Evaluation

03. 2.1.3 Agreeable Expectations for Candidate Selection Criteria and Preparation Curriculum

04. 2.1.4 State-Recognized Partnership Agreements

05. 2.1.5 Primary Partner Partnership Agreement

06. 2.1.6 Co-developed Recruitment Goals

07. 2.1.4 State Recognized Partnership Agreements

02. 2.2 Clinical Educators

03. 2.3 Clinical Experiences

03. Standard 3 Candidate Quality, Recruitment, and Selectivity

04. Standard 4 Program Impact

05. Standard 5 Provider Quality, Continuous Improvement, and Capacity

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Website SaaS: UX Design, Sketch, HTML, CSS, SASS, Bootstrap, Angular.

The screenshot shows the 'Jobs' section of the Bridge Program SaaS interface. The left sidebar contains navigation links: 2009, BRIDGE BIO, TDOT BMRS, SCOPING, FIELD INVESTIGATION, FINDINGS, and JOBS. The main content area displays the bridge information and a table of jobs. The 'Jobs' section is currently selected, showing a list of jobs with details such as Item #, Description, Quantity, Unit Price, and Total. The total for Job 1 is \$7,162.50.

Item #	Description	Quantity	Unit Price \$	Total \$
201-01.05	Removal and Disposal of Brush and Trees	2.5 SF	2865	\$7,162.50
705-01.04	Metal Beam Guard Fence	0 LF	3028	\$0.00
TOTAL				\$7,162.50

Job 1 Total: \$7,162.50

The screenshot shows the 'BMRs' section of the Bridge Program SaaS interface. The left sidebar contains navigation links: 2009, BRIDGE BIO, TDOT BMRS, SCOPING, FIELD INVESTIGATION, FINDINGS, and JOBS. The main content area displays the bridge information and a table of BMRs. The 'BMRs' section is currently selected, showing a list of BMRs with details such as #, Recommendations, Type, and Cost. The total estimated cost is \$899,202.50.

#	Recommendations	Type	Cost \$
8	Repair deck drain pipe span 2	BMR	\$892,040.00
1	Repair deck drain pipe span 4	Comment	\$7,162.50
Add BMR +			Total Est. \$899,202.50

\*Preliminary Cost Estimate For budgetary purposes, Metro developed a preliminary cost estimate of the work required to resolve TDOT's BMR. The cost estimate was based strictly on the information presented in TDOT's bridge inspection report, therefore certain assumptions for quantity of material and effort of work were assumed. Estimate does not include Mobilization.



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Website SaaS: UX Design, Sketch, HTML, CSS, SASS, Bootstrap, Angular.

Capital Funding Management

Funds

All Programs/Projects

Chris Doty

Log Out

Fund Name  
GSD FY13 CAPITAL PROJECTS

Fund #  
40013

GSD

FUND AMOUNT  
\$9,091,649

ENCUMBERED  
\$3,217,416

UNALLOCATED  
\$5,507,170

UNENCUMBERED  
\$5,507,170

UNALLOCATED  
\$367,063

UNENCUMBERED  
\$5,874,233

BUSINESS UNITS

ADD BUSINESS UNIT+

BU #	BU NAME	INITIAL AMOUNT	PROGRAM/PROJECT BALANCES			BU BALANCES	
			ENCUMBERED	UNALLOCATED	UNENCUMBERED	UNALLOCATED	UNENCUMBERED
42401013	GSD Sidewalks	\$3,519,241	\$401	\$3,219,241	\$3,219,241	\$299,599	\$3,518,840
42402013	GSD Paving/Resurfacing	\$854,637	\$374,640	\$479,997	\$479,997	\$0	\$479,997
42403013	GSD Bikeways	\$576,536	\$95,240	\$481,296	\$481,296	\$0	\$481,296
42404013	GSD Bridges	\$40,400	\$0	\$515	\$515	\$39,885	\$40,400

BUDGET ALLOCATIONS

PROGRAM/PROJECT  
Incomplete Infrastructure - Zombie

MANAGER  
Devin Doyle

BUDGET ALLOCATION  
\$515

PROGRAM/PROJECT  
Select...

PROJECT NAME

MANAGER  
Select...

BUDGET ALLOCATION  
\$

ADD

42405013	GSD Corridor Redevelopment	\$2,880,040	\$2,747,135	\$132,905	\$132,905	\$0	\$132,905
42406013	GSD Roadway Projects	\$1,168,075	\$0	\$1,168,075	\$1,168,075	\$0	\$1,168,075
42407013	GSD Traffic Signals/Equip.	\$52,720	\$0	\$25,141	\$25,141	\$27,579	\$52,720
		\$9,091,649	\$3,217,416	\$5,507,170	\$5,507,170	\$367,063	\$5,874,233

Capital Funding Management

Funds

All Programs/Projects

Chris Doty

Log Out

PROGRAMS/PROJECTS

BY BUSINESS UNIT

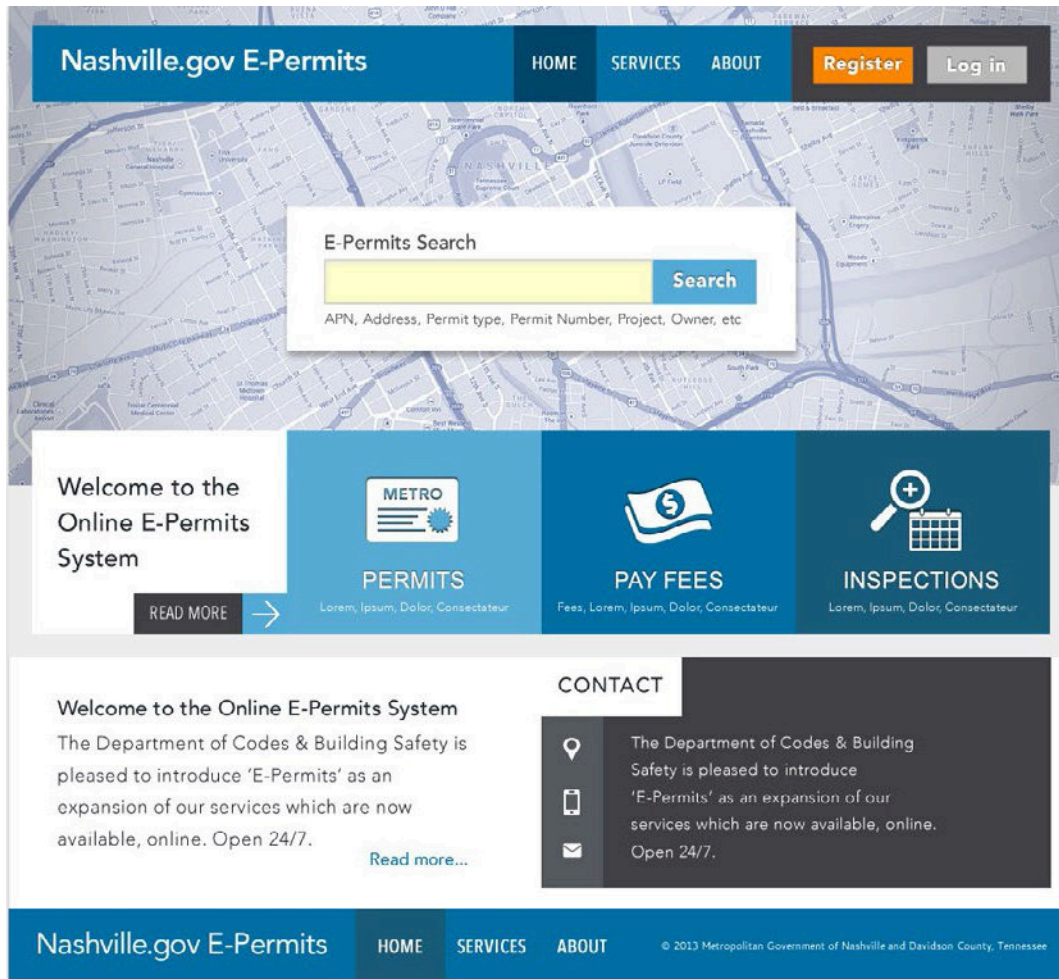
BY PROJECT

All

BU #	BU NAME	BUDGET ALLOCATION	PROGRAM/PROJECT BALANCES		BALANCES		
			ALLOCATED	ENCUMBERED	UNALLOCATED	UNENCUMBERED	
42405015	GSD Convenience Center	\$2,000,000	\$115,496	\$115,496	\$1,884,504	\$1,884,504	
42401013	GSD Sidewalks	\$3,219,642	\$401	\$401	\$3,219,241	\$3,219,241	
42401015	GSD Sidewalks	\$16,900,000	\$2,813,328	\$2,537,328	\$14,086,672	\$14,362,672	
42402011	GSD Bridges	\$182,587	\$11,970	\$11,970	\$170,617	\$170,617	
42402013	GSD Paving/Resurfacing	\$854,637	\$374,640	\$374,640	\$479,997	\$479,997	
42402014	GSD Paving/Resurfacing	\$3,460,904	\$2,463,632	\$2,463,632	\$997,272	\$997,272	
42402015	GSD Paving/Resurfacing	\$28,716,248	\$3,458,030	\$1,134,930			
PROGRAM/PROJECT		*MANAGER	BUDGET ALLOCATION	ALLOCATED	ENCUMBERED	UNALLOCATED	UNENCUMBERED
Bridge Maintenance Program		Jeff Campbell	\$3,000,000	\$2,116,342	\$803,242	\$26,599,906	\$27,913,006
Foster Avenue Bridge Replace...		Jeff Campbell	\$1,000,000	\$1,000,000	\$0	\$25,599,906	\$27,913,006
PURCHASE ORDER #	ALLOCATION DESCRIPTION		ALLOCATED	ENCUMBERED	UNALLOCATED	UNENCUMBERED	
	Construction		\$1,000,000	\$0	\$0	\$1,000,000	
JOURNAL ENTRY DESCRIPTION		AMOUNT					
ADD JOURNAL ENTRY							
ADD PAYMENT VOUCHER		ADD JOURNAL ENTRY					
Myatt Drive	Jeff Campbell	\$29,383	\$0	\$0	\$25,599,906	\$27,913,006	
Myrtlewood Geotechnical Investigation	Scott McCormick	\$10,000	\$10,000	\$0	\$25,589,906	\$27,913,006	
Paving Program	Don Reid	\$17,000,000	\$331,688	\$331,688	\$25,258,218	\$27,581,318	
Preliminary Engineering	Jonathan Cleghon	\$1,009,888	\$0	\$0	\$25,258,218	\$27,581,318	
State Aid Paving	Don Reid	\$2,000,000	\$0	\$0	\$25,258,218	\$27,581,318	
Tiger Grant Murfreesboro	Andrew Smith	\$1,900,000	\$0	\$0	\$25,258,218	\$27,581,318	
Top Intersections (Const/R.O.W.)	Andrew Smith	\$400,000	\$0	\$0	\$25,258,218	\$27,581,318	
Traffic Controllers	Chip Knauf	\$2,366,977	\$0	\$0	\$25,258,218	\$27,581,318	
42403013	GSD Bikeways	\$576,536	\$95,240	\$95,240	\$481,296	\$481,296	
42403014	GSD Bikeways	\$2,000,000	\$437,518	\$277,518	\$1,562,483	\$1,722,483	
42403015	GSD Traffic Signals/Equip.	\$6,422,729	\$2,216,316	\$2,216,316	\$4,206,413	\$4,206,413	
42404010	GSD Info Sys	\$560,646	\$0	\$0	\$560,646	\$560,646	



Website: UX Design, Sketch.





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Website: UX Design, Sketch, Fireworks!, HTML, CSS, SASS.

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**Jpay blog**  
**ACLU Sues LA County Sheriff**  
by Editor-Jan 20, 2012  
The American Civil Liberties Union filed suit against Los Angeles County Sheriff Lee Baca, according to a Wall Street Journal report. The suit alleges that Sheriff Baca's policies violate the constitutional rights of inmates. The suit also alleges that Sheriff Baca's policies are discriminatory and violate the federal Fair Housing Act. The suit was filed in federal court in Los Angeles.

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Prison privatization bills move forward in Senate - Florida Wires - MiamiHerald.com [hrlid.us/20FCHv](#) via @miamiherald

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**TMCmedia Media Consortium by JPay.com**  
Corrections workers show up en masse to oppose 2 Fla bills that would allow the state to privatize prisons [ow.ly/8Ew3R](#) @tai\_news

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@kambri @DAAAMN B glad it worked out for you. Let us know if you ever have any other trouble

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[Verified Secure](#)

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**Welcome Carmen!** Inmate: Jack Johnson [Add/Edit](#)

Update your email address here and receive important notifications and special discounts.

The services that appear below are available to your inmate.

**Send Money**  
Start sending money by entering a dollar amount.

\$  **Next**

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[See History](#)

**Family Forum**  
Connect and share with other friends and family.  
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Use JPay services on-the-go. Coming soon!

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Teresa Tyler Abner Mark

Terrance Nancy Alexandr Mel

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Quisque Eget Odio Ac Lectus  
Class Aptent Taciti Sociosqu Ad  
Vestibulum Ante Ipsum Primis In fauc  
Suspendisse Dictum Feugiat Nisi

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Website: UX Design, Sketch, Fireworks, HTML, CSS, SASS.

The screenshot shows the JPay.com 'Compose' email interface. At the top, there's a navigation bar with 'Home', 'Send Money', 'Email' (active), and 'Video Visit'. A sidebar on the left lists 'Inbox', 'Compose', 'Sent', 'Buy Stamps', and 'Purchase History'. The main area is titled 'Compose' and includes a warning: 'This eMessage requires 1 stamp'. Below this are buttons for 'Cancel', 'Send', 'Add', 'Picture or Video', 'Record', and 'VideoGram'. The email is addressed to 'John Smith' and contains a placeholder text: 'Hollo John... humanitatis seacula accumsan littera modo. Duis eodem legentis consectetur qui iis. Processus tempor zzril hendrerit legentis facer. Lectorum congue nihil volutpat tation hendrerit. Insitam dolore insitam blandit tempor sit. Nam legunt nostrud hendrerit congue lorem. Consectetur vulputate nonummy quam euismod est. Ad odio praesent dui aliquam magna.' The sender is listed as 'Love Mary'. At the bottom, there's a checkbox for 'Include a pre-paid reply for the Inmate/Offender' and a 'Preview eMessage' button.

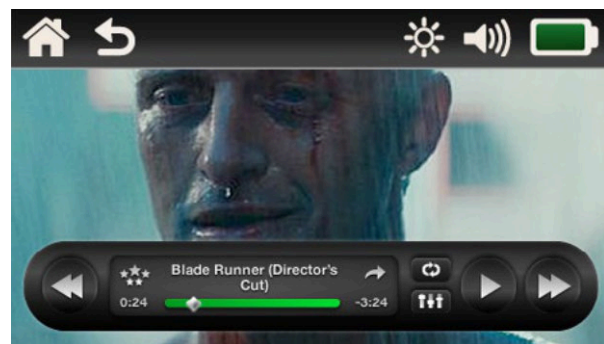
The screenshot shows the JPay.com 'Send Money' interface. The navigation bar is similar to the previous page, but 'Send Money' is active. The sidebar lists 'Send Money', 'Recurring Payments', and 'Transfer History'. The main area is titled 'Send Money' and shows a progress bar with 'Step 1', 'Step 2' (active), and 'Step 3'. A message says: 'Please confirm your inmate's name and select transfer category.' Below this, it shows 'Inmate: John Smith' with a green checkmark. The 'Payment Method' section has a dropdown for 'Select card' showing 'Visa - 1224 - Exp 01/24/2013', a field for 'Card validation code', and a link to 'Add credit card'. The 'Enter Amount' field shows '\$ 180.00'. At the bottom are 'Back' and 'Continue' buttons. The footer includes '© 2011 JPay, Inc. All Rights Reserved' and 'Legal Agreements | Privacy Policy'.



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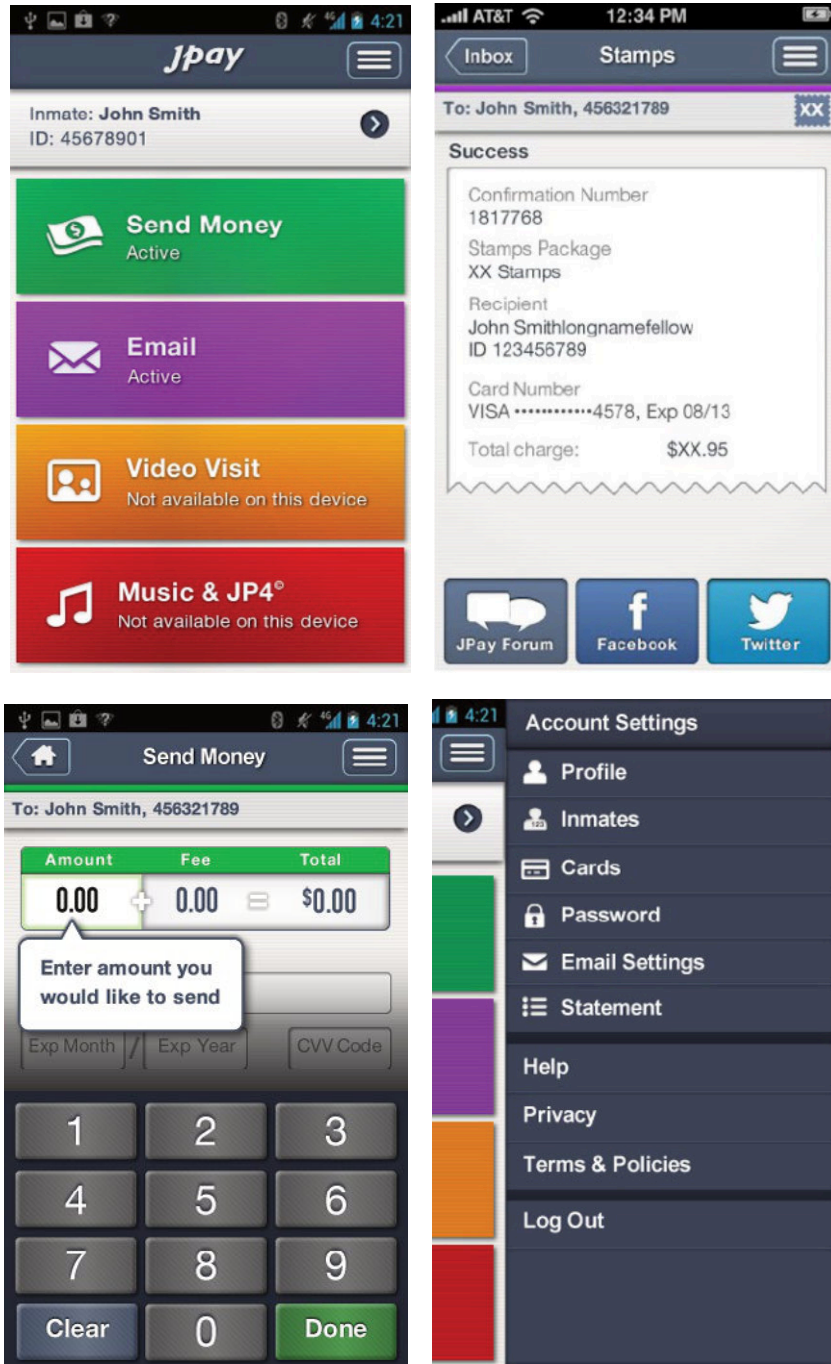
UI/UX Design, Visual Design, Print -> 786 439 9168 -> [druharper@gmail.com](mailto:druharper@gmail.com)

Handheld UI: UX Design, Fireworks.



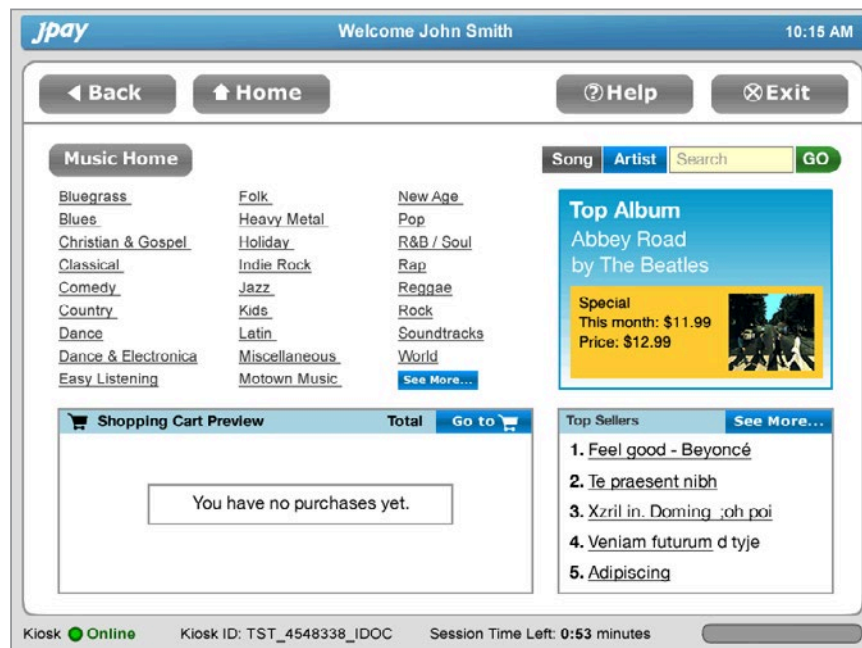


Mobile UI: UX Design, Fireworks.





Kiosk: UX Design, Fireworks.



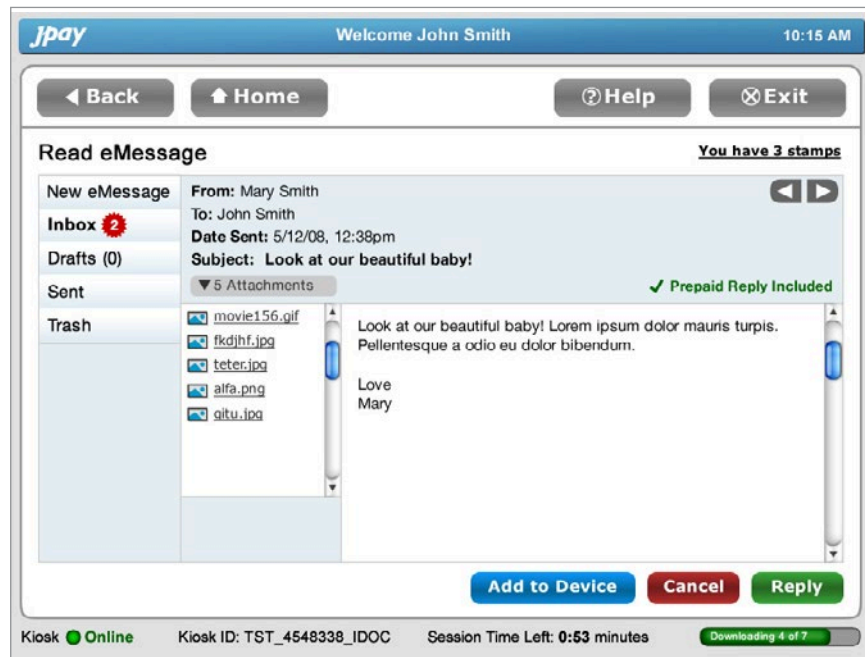
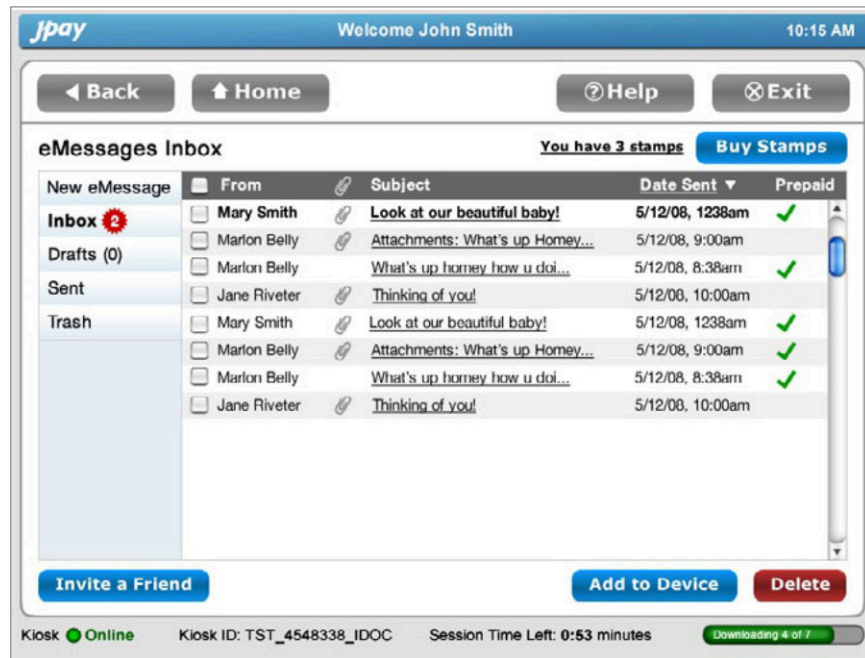




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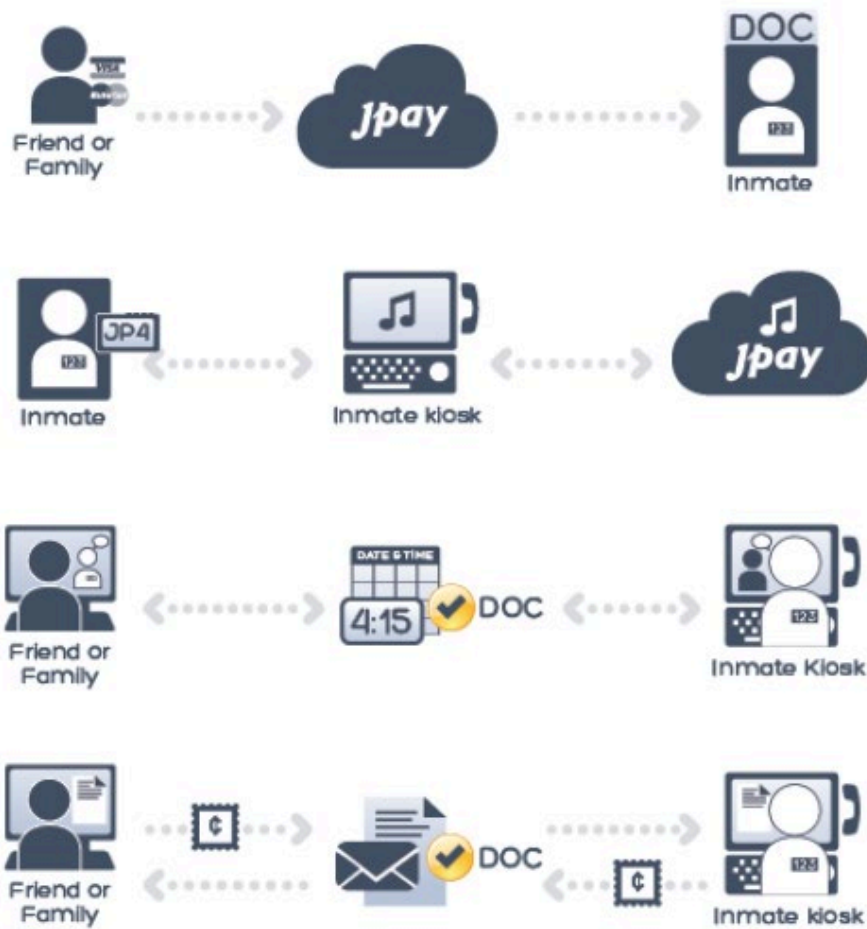
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Kiosk: UX Design, Fireworks.





Icon Design & Illustration, Illustrator, Fireworks.



### File Transfer



### Release Card



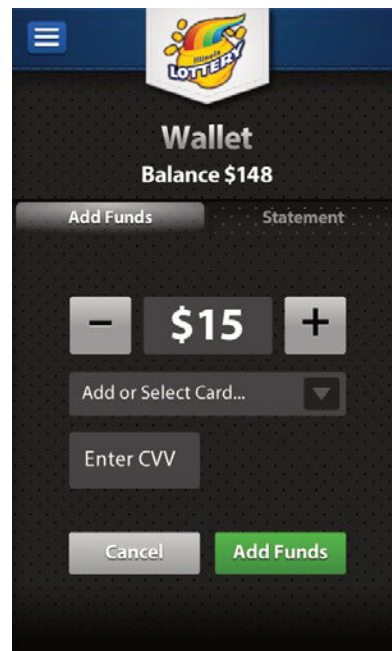
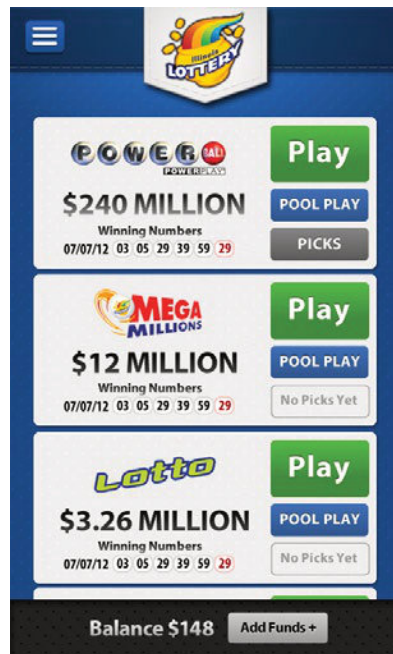


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Mobile UI, logo design: UX Design, Fireworks.

m<sup>l</sup>otto





## Website & Presentation Handout: UX Design & Print Design.




See mLotto in action

**mLotto** Home Press Contact

### Lottery Evolved

mLotto™ is the end-to-end platform that ushers state lotteries — and their games — into the mobile age. Powered by a national leader in government payments, mLotto creates an environment where gameplay is not only intuitive and fast, but also in full compliance with state and federal guidelines.

As a white-label platform, mLotto allows each lottery to maintain the integrity of its brand while dramatically expanding its reach into the mobile space. mLotto's development capability and customer service engine ensure that this is accomplished with little to no effort by the agency. This makes mLotto a safe bet for any lottery.



Home Press Contact © Copyright 2012 mLotto Inc.

Florida Lottery logo used for presentation purposes only



### A lottery platform for the digital age

mLotto™ is the end-to-end solution that ushers state lotteries — and their games — into the age of the mobile web. Powered by a national leader in consumer-to-government payments, mLotto creates an environment where gameplay is not only intuitive and fast, but also in full compliance with state and federal guidelines.

As a white-label platform, mLotto allows each lottery to maintain the integrity of its brand while dramatically expanding its reach online or on the mobile web. mLotto's development capability and customer service engine ensure that this is accomplished with little to no effort by the agency. This makes mLotto a safe bet for any lottery.

**66% Nearly half of all Americans — 46% — own a smartphone. 99%**  
mLotto gives your lottery the tools to reach this population, and the technology to convert them effectively.

<http://perstatenext.org/Reports/2012/Smartphone-Update-2012/Handouts.aspx>

### mWallet

With the latest in payment processing technology and a comprehensive licensing and compliance apparatus, mLotto creates convenience for the lottery customer while ensuring security for the lottery agency. Depending on individual state regulation, the mWallet can be funded using a credit/debit card, ACH transfer, and/or cash. mLotto adheres to PCI data security standards, is a registered Money Services Business (MSB), and holds money transmission licenses in each applicable state.

### Customer Service

While the payment process is designed to be as seamless and intuitive as possible, customers also have access to 24 hour support through an in-house call center. mLotto adheres to responsible gaming standards at every consumer touchpoint, including online, through the mobile app, and in the call center.



### Geolocation

When accessed through a mobile device, the application automatically detects the player's location using the Global Positioning System (GPS) embedded in the mobile device. This process ensures that no lottery tickets are purchased outside a participating state's borders in violation of federal law.



### Age Verification

Players must be of age to complete registration and play a game. During mobile gameplay, age is verified using the mobile device's camera to capture an image of the 2-D barcode on the player's driver's license. The app then validates the information from the scanned barcode, granting (or denying) the player access.



### Pool Play

Social integration enables Pool Play for all games and acts as a springboard for viral adoption.







**DrewHarper.com**

UI/UX Design, Visual Design, Print -> 786 439 9168 -> [druharper@gmail.com](mailto:druharper@gmail.com)

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Mural For JPay.com office.





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## JPay.com Newsletter: Design & Production.

### Jpay Team Newsletter

May 2012

#### Jpay JPay Inc

##### A Permanent Place

With new cubicles being added in May, many JPay agents will soon have a permanent home in the call center! The transition from "wump" to "perm" is underway... stay tuned in May for more updates!

##### Birthdays

Jessica Lust  
May 7  
Jasline M Doughtie  
Yehuda Goldenberg  
May 8  
Lyissa Small  
May 10  
Yolande Anderson  
May 12  
Joshua Shapiro  
May 17  
Kenneth Erdberg  
May 18  
Annie Marie Blackwater  
May 25  
Dexter Johnson  
May 30

##### May's Metric

Nearly a third of our customers use a mobile device to access JPay.com

Vivian's HR Corner  
Almost everyone has

# Melée in Miramar

**CUSTOMER SERVICE 1**

**JPAY ALLSTARS**  
A-TEAM NAT PACK KNIGHTRIDERS TEAM PENN PALS  
FRENCH TOAST MAFIA LA FAMILIA TEAM BREAKFAST LUNCH & DINNER

**ANTONIO'S ANGELS**

### Customer Service Contest—The Melée in Miramar

On the surface, it's a calm call center, the kind of gently buzzing cubicle farm that you'd find in office parks around the world. Look a little closer, however, and you'll find that the JPay CS Department is a seething cauldron of competition—a Coliseum of Customer Service—with agents furiously preparing to go mano a mano in a battle to deliver the ultimate consumer experience.

Beginning the last week in April, each customer service agent will compete based on their performance standards. The week's winner becomes eligible to win the monthly title. Though judged individually, the winning agents represent not only themselves, but also their team.

Yet it isn't personal or tribal glory that drives these CS gladiators, rather a deep commitment to the exemplary service JPay has a reputation for delivering. By striving to be the best, every agent is a champion.

Prizes for the weekly and monthly winners have yet to be determined. Watch this space every month for the announcements and updates... and may the best agent win!

**Thanks, Drew, for Creating Our New Mural!**  
...and for the newsletter! Every month. You're the man. By Drew Harper

##### Calendar

05/02 Breakfast Day at Miramar  
05/15 Birthday Party

##### By the Numbers

**96.9**  
percent of calls answered in April

**75,719**  
number of people who "Like" JPay's Facebook page

**49,161**  
number of JPA tracks purchased in April

**463**  
number of Video Visit sessions in April

##### Rosina's Reminders

Humane season is right around the corner, so we are starting to update both our Preparedness Plan and the 2012 JPay Evacuation Plan. We need volunteers to be Fire Marshalls and Floor Wardens! Come see me if you want to wear that nifty neon vest.

##### JPay Around the Clock!

JPay's Customer Service center is now

### Jpay Team Newsletter

September 2012

#### Jpay JPay Inc

##### On The Roster

# NFL POOL

##### 2011 POOL FINAL STANDINGS

1. Jester Pico	15. Sam Burrell
2. Carlton C.	16. Peyton Manning
3. Grantly	17. Christian Crockett
4. Papa Miles	18. Yankin Kutz
5. Donald Kay	19. Silvio Fucillas
6. Dave Harper	20. L'Guallo
7. Johnny Preme-Louis	21. Justin Maxwell
8. Shaun W.	22. Hector Mincez
9. Dave L.	23. Gregory Levine
10. Stuart Katz	24. Kim Jones
11. Enel Ferguson	25. Kaito Goodille
12. Sunny Smith	26. Hector Luis
13. Elizabeth Pierce	27. Brittaine O.
14. Michelle Valdez	28. Mark Shestman

##### NEW HIRES

Kenisha Burnett  
Call Center Agent

Jaime Huertas  
QA Manager

Vincent Rawlins  
Call Center Director

### Jpay Team Newsletter

June 2012

#### Jpay JPay Inc

##### NEW HIRES

# TITANS OF THE TABLE

**PING PONG CHAMPS**

Reginald "The Bats Rocket" Soucie beat Lyon "My Nickname's Shorter Than My Last Name" Dham-Burroughs in straight sets last month to lay claim to JPay's first intramural ping-pong championship. The double-elimination tournament, organized by table tennis commissioner

##### CONTEST

**THIS IS Who Rocks the Most!**  
Congratulations to the winners of last month's customer service contest!

**Who Rocks the Most Winners**  
(\$50 Gas Card)

- Altagracia Martinez
- Monique Brown

**Best Call Recordings**  
(separate incentive program)

- Rogelio Small
- Karen Majal
- Daniel Gutierrez
- Olga Ferrer
- Lyon Dhamakhamhangh
- Cynthia Mobley

Each of these reps won \$50 for exemplary call recordings during random spot checks. Congratulations to all winners!

### Jpay Team Newsletter

July 2012

#### Jpay JPay Inc

##### On the Roster

Karen Burdick  
HR Director

Elizabeth Simon  
Executive Assistant

Fernando Gomez  
Customer Services Coach

# GO MIAMI

The JPay Team wears its pride on its sleeve (and hat) after the Miami win the 2012 NBA Championship. Not anymore to Heat fever!

##### NEW HIRES

Alain Villacueva  
IT Field Engineer

Luis Reina  
Developer

Michael Khazanov  
Developer

### Jpay Team Newsletter

April 2012

#### Jpay JPay Inc

##### NEW HIRES

# Lebron Who?

A few JPay would-be ballers got together for a pickup game last month. Rosina, citing her Bronx cred, dropped a triple double and posterized Pico on a ferocious dunk.

**Workin' Overtime**  
Remember Ryan telling the team at the IQ meeting that if everyone committed to making JPay 1% better every shift, the company would be 150% stronger every day? Well a few JPay-ers did their 1% bit—and a good bit more—the last weekend

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