



TERRY JONES



Operations Manager

1503 Wolf Hollow Dr
Wylie, Texas, 75098
ii.jones.terry@gmail.com
8324344303
Portfolio: www.terryjonesii.com
LinkedIn: <https://www.linkedin.com/in/terryjonesii/>

Motivated technical professional with 12 years of outstanding customer service and client relations experience. Demonstrated leader with the ability to consistently surpass goals and build a client base. Maintains a cheerful outlook and continually goes above and beyond for customer satisfaction. Skilled in problem resolution, time and asset management, as well as team leadership. Strong administrative and visual merchandising skills, with keen attention to detail, excellent verbal and written communication skills. Currently transitioning into a UI/UX Designer role. Proficient in liaising with vendors and senior stakeholders for identifying requirements and analyzing user needs

Professional Experience

Ux/UI Designer

Jack Of All Trades Web Design | 2022 - Present

Designing and implementing end-to-end UI and leading the launch of company's new website Liaising with customers, technology team and subject matter experts to identify requirements and analyze user needs Maintaining local accounts while generating new ones by conducting research & implementing the results Great eye for color and creativity

Operations Manager

T-Mobile | September 2013 - Present

Manager role focusing on maximizing department's performance through identifying behaviors and providing individualized coaching. Successfully managed, developed, and provided guidance to a team of 5 coaches, department of 45-50 Technical support representatives. Coordinate the day-to-day operations of these individuals, including workflow and scheduling issues, associate concerns, and the resolution of customer complaints and escalated calls. Supports and communicate business goals, quality standards, processes, procedures and policies.

RAM (Retail Associate
Manager)

T-Mobile | February 2012 - September 2013

Built a customer base through friendly attentive service. Educated customers on phone products and other devices. Increased revenue by communicating and demonstrating the benefits of products and special offers to new and existing customers. Answered questions and resolved customer complaints and problems.

Technical Skills

UI Design & Implementation, Graphic User Interface Development, User Need Analysis, Leadership

Key Skills

- UI Design
- Graphic User Interface Development
- Implementation User Need Analysis
- Leadership

Certifications

Google UX Design | January 2022

Education

Engineering in Industrial
Lamar University at Beaumont | May
2016 - May 2021