Terry Jones II

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PERSONAL SUMMARY

Dynamic and results-oriented professional with a proven track record at StateFarm, where I exceeded metrics goals by 16%. Expert in Figma and Adobe Creative Cloud, I excel in providing creative solutions and exceptional user experience design. Skilled in collaboration and troubleshooting, I bring a blend of technical prowess and innovative problem-solving to every project.

SKILLS

- Figma
- After Effects
- Premiere Pro
- Adobe Creative Cloud
- Python
- HTML
- Excel
- Hardware troubleshooting
- Computer troubleshooting
- Web development

EXPERIENCE

Agency Ops Tech, StateFarm, March 2023-Current
- Handling inbound calls for agents and agent team members
- Providing personalized, caring, and straightforward support to callers
- Specializing in Marketing, ECRM, and Licensing call types
- Consistently exceeding company metrics goals by 16%
- Providing constructive feedback and creative solutions to enhance internal policies and practices

UX/UI Designer, 2nd Gen Designs, January 2022-Current
- Responsible for designing and implementing the entire user interface and overseeing the launch of the company's new website
- Collaborate with customers, the technology team, and subject matter experts to identify site requirements and analyze user needs, tailored with creativity and a discerning eye for color
- Established clear project goals and objectives while ensuring that they are achievable within the specified project deadlines

EDUCATION

Associate of Science
General Studies, Collin College, Wylie TX

PORTFOLIO

- www.terryjonesii.com