Terry Jones II

8324344303 | ii.jones.terry@gmail.com

PERSONAL SUMMARY

Dynamic and results-oriented professional with a proven track record at State Farm, 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
- Adobe Creative Cloud
- After Effects
- Premiere Pro
- Python

- HTML
- Excel
- Hardware troubleshooting
- Computer troubleshooting
- Web development

EXPERIENCE

Agency Ops Tech, State Farm, March 2023-Current
- Handle inbound calls for agents and agent team members
- Provide personalized, caring, and straightforward support to callers
- Specialized in Marketing, ECRM, and Licensing call types
- Consistently exceed company metrics goals by 16%
- Provide 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
- Work with customers, the technology team, and experts to identify site requirements and understand user needs. Focus on being creative and using colors effectively
- Establish clear project goals and objectives while ensuring they are achievable within the specified project deadlines

EDUCATION

Associate of Science - 2024
General Studies, Collin College, Wylie TX

Associate of Applied Science – In Progress
Information Systems Cybersecurity, Collin College, Wylie TX