

# Jeremy Jarratt

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## Technical Support Representative

### **Professional Profile**

- Work ethic emphasizes quality, efficiency
- Efficient at learning new techniques and technologies
- Self-sufficient, resourceful, takes initiative, and is goal-oriented
- Proponent for standardization, accessibility, and extensibility
- In-demand among peers and colleagues for technical expertise

### **Skills**

- Windows, Mac, Unix/Linux OS
- Microsoft Office Suite
- Lotus Notes
- Remedy AR
- 3270/terminal emulators
- HTML, CSS, PHP
- Adobe Dreamweaver, Photoshop, Flash
- Audio formats
- Multimedia
- Animation
- Sound design
- Databasing

## **Experience & Employment Highlights**

### **Self-employed**

Online Portfolio at <http://jeremyjarratt.com/portfolio/>

- Web Developer/Designer
- Dayton, OH
- 2001 — present
- **SMAG Dance Collective**
  - November 2008 – March 2009
- **Brilliant By Design**
  - June 2008 – November 2008
- **Technothrope**
  - 2003 – 2004; 2005 – 2007, 2008 – present
- **Mars Site Templating System**
  - 2003 – 2005
- **Tecumseh Local Music Boosters**
  - 2002 – 2005
- **The VAT Magazine**
  - 2004
- **Tecumseh [Local School District] All-Class Reunion**
  - 2001 – 2002
- **The Loving Scores**
  - 2002

## **Robert Half Technologies**

- Consultant, web development
- Dayton, OH
- 4/2008 — 11/2008

Worked on site at DealCorp converting existing documents from ASP (classic) to XHTML/CSS + JavaScript. This involved making corrections and cleaning code after automatic processes had already been run and extensively testing the final result to ensure that no core functionality had been lost. Also designed Drupal templates and submitted design proposals for TQINet, one of which was chosen and used in production on one of their own clients' sites.

## **BathandBodyWorks.com**

- Intranet Site Developer
- Dayton, OH
- 11/2005 — 4/2006

Small Intranet site/Product Resource Guide for employees of BathandBodyWorks.com, using accessible, standards-compliant, cross-browser markup and modern styling techniques. This was done concurrent with role as an Internet Services Representative for Victoria's Secret Direct.

## **Victoria's Secret Direct**

- Internet Services Representative
- Kettering, OH
- 9/2004 — 11/2007

Technical troubleshooting, answering e-mail from Victoria's Secret and BathandBodyWorks.com clients.

## **GE Consumer Finance**

- Customer Service Representative
- Kettering, OH
- 11/2003 — 9/2004

Account management, data entry.

## **Powertel PCS**

- Customer Service Lead Representative
- Jacksonville, FL
- 3/1999 — 9/2000

Mentoring 20-25 associates, training, technical troubleshooting, client escalation management, reporting call center statistics, cellphone activation & programming.

## **AT&T Wireless Services**

- Customer Service Cube Leader
- Jacksonville, FL
- 2/1997 — 8/1998

Mentoring 5-10 associates, technical troubleshooting, remote cell phone programming.

## ***Education***

### **The Recording Workshop**

- Certificate, Audio Engineering & Production
- Certificate, Studio Maintenance & Troubleshooting
- grad. 11/1991

### **Wright State University**

- Took English, Practical Mathematics, Physics
- 8/1990 – 3/1991

### **Tecumseh High School**

- Diploma
- grad. 5/1990

## ***Summary***

My objective is to secure a position that will allow me to develop and exploit my technical, customer service, and creative problem solving skills. I am self-motivated, and have been commended for attendance and communication skills, as well as for taking a hands-on, independent yet "team-oriented" approach. Learning new skills and techniques comes easily and I am excellent at finding and developing process improvements.