

CORNELIUS JONES

PROFESSIONAL SUMMARY

As a Content Designer, I have a strong grasp of technical research and enhancing documentation. I excel at adapting and communicating complex information in a way that resonates with diverse audiences, ensuring clarity and accessibility.

I'm a dependable and organized candidate who knows how to manage multiple tasks while keeping a positive outlook. I'm always ready to step up and take on extra responsibilities to help the team achieve our goals.

WORK HISTORY

Content Designer, 12/2021 to Current **Intuit | Mailchimp - Atlanta, GA**

- Collaborated with teammates to proofread and correct colleagues' writing, ensuring accurate grammar, spelling, and punctuation.
- Efficiently organized research materials into content plans, aiding in the completion of various writing assignments.
- Adhered to style guide, team norms, and agile methods while producing well-crafted and comprehensive content.
- Embraced a proactive learning approach, swiftly integrating new skills into daily tasks to enhance productivity.
- Excelled in task prioritization and work ethic, consistently surpassing goals and delivering results that exceeded expectations.

Senior Service & Support Specialist, 11/2016 to 12/2021 **Rocket Science Group | Mailchimp - Atlanta, Georgia**

- Met or exceeded department metrics on a consistent basis
- Conduct diagnostics with users via chat to investigate and resolve problems
- Review and assist users that have submitted email tickets regarding their account
- Identify problems uncovered by customer feedback, and correct problems or refer problems to appropriate department for correction
- Maintain understanding of Mailchimp practices through continuing education
- Participated as a lead in special projects assigned by Support leadership

Customer Support Technician, 08/2015 to 11/2016 **Rocket Science Group | Mailchimp - Atlanta, Georgia**

- Conduct diagnostics with users via chat to investigate and resolve problems
- Review and assist users that have submitted email tickets regarding their account
- Maintain understanding of Mailchimp practices through continuing education

CONTACT

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LINKS

- corneliusjones.com
- github.com/cornelius-jones
- <https://www.linkedin.com/in/corneliusjones11>

SKILLS

- Technical Communication
- Front End Development
- Subject Matter Familiarity
- Content Planning
- Cross-functional Collaboration
- End-user Documentation
- Confluence & Jira

EDUCATION

Certificate Program, Front-end Web Development Fundamentals, 3/2023 **Udacity**

Interactive Design (No Degree)

Kennesaw State University

Kennesaw, GA

- SIGGRAPH 2019 Faculty Submitted Student Work

Customer Support Technician

Certificate

Clayton State University

Morrow, GA

Associate of Arts, Multimedia & Web Design, 12/2002

The Art Institute of Atlanta

Dunwoody, GA