

CORNELIUS JONES

PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Efficient Technical Writer with an extensive understanding of technical research and updating records. Adept at distribution and adaptation to audiences.

WORK HISTORY

Junior Technical Writer, 12/2021 to Current **Intuit | Mailchimp - Atlanta, GA**

- Proofread copy written by colleagues to correct spelling, punctuation and grammar.
- Organized material to research and complete writing tasks.
- Followed company policies and editorial guidelines to craft thorough, well-written content.
- Learned new skills and applied to daily tasks to improve efficiency and productivity.
- Exceeded goals through effective task prioritization and great work ethic.

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

SKILLS

- Technical Communication
- Front End Development
- Project Deadlines
- Content Planning
- Cross-functional Collaboration
- End-user Documentation
- Confluence & Jira

EDUCATION

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

No Degree, Interactive Design
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