JOHN-PATRICK ALEXANDER

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CAREER OBJECTIVE

To obtain a meaningful position that will utilize my unique combination of client service, community management, technical experience, and love of people.

SUMMARY

- Impeccable customer-service ethic, with extensive client service and support experience
- Over six years serving as Office Administrator at Temple Israel
- Excellent computer skills including Microsoft Office, Excel, PowerPoint, Publisher as well as content- and database-management systems (Salesforce, ShulCloud, Chaverware)
- Extensive experience managing social-media pages: Facebook, Twitter and YouTube
- 12 years' experience managing content for websites using WordPress and Drupal
- Strong multitasker with excellent written and verbal/oral communication skills
- Enthusiastic about meeting challenges and deadlines, learning new things and problem solving. Self-motivated and professional at all times.

EMPLOYMENT

Great Lakes Carpet & Tile, Casselberry, FL
May 2019 to July 2019
Supporting installers with scheduled jobs, managing inventory and dealing with steady receiving and stocking of building materials.

Warehouse Associate

- Regular use of forklift (regular two tines and carpet pole)
- Checking in deliveries of materials
- Receiving delivered materials into RMSF (warehouse software)
- Generation of pick tickets for jobs
- Building jobs per pick ticket
- Supervising other warehouse associates
- Running regular and quarterly inventory counts
- Updating inventory in RMFS
- Coordinating with sales team and their installers
- Restructuring warehouse organization to be more efficient

Temple Israel, Winter Springs, FL
August 2012 to January 2019
Established in 1954 to serve the Orlando and Central Florida Conservative Jewish communities as a progressive, egalitarian synagogue

Assistant Administrator

- Acted as first point of contact (receive telephone calls, greet people who walk in, coordinate appointments, etc.)
- Provided exemplary customer service to members and non-members
- Planned community events and serve as ambassador of the temple to educate and recruit prospective members
- Responsible for recordkeeping, including donations, notes of recognition, mailings and data entry
- Acted as liaison for vendors and partners of Temple Israel
- Managed Executive Committee and Board Member reports, minutes and agendas
- Provided IT services, upkeep, and security of office technology (server, computers, users, email, Wi-Fi, CRM systems management, etc.)
- Oversaw production of flyers, press ads, brochures/handouts in conjunction with marketing and event teams
- Maintained spreadsheet documentation (events, donations, fundraisers, office items, etc.)
- Acted as Managing Editor of weekly and monthly publications (e-newsletter and bulletin)
- Served as Webmaster for temple website (updating content, calendar events, online-form creation, platform upkeep, security, domain registration, etc.)
- Oversaw office volunteers (scheduling, training and supervising)
- Managed special e-blast announcements for upcoming events in partnership with event planners
- Responsible for ordering office supplies and maintaining equipment
- Worked closely with the Administrator to create office policies and processes
- Spearheaded streamlining of office processes, effective use of resources and controlling overhead

Defiant Byte (now Ceroic), Orlando, FL
June 2011 to June 2012
Software and Web-development company focused on building websites, mobile apps and systems integration

Solution Engineer

- Built websites with Drupal CMS
- Executed project development and management using PivotalTracker, a story-based project-planning tool
- Utilized 37Signals Suite (Basecamp: project and client expectation management system; Highrise: a CRM tool; Backpack: internal communications; and Campfire: real-time communications) to manage workflow
- Installed Drupal-optimized hosting environments on Linux servers
- Managed Drupal sites and servers using the Aegir Hosting Platform
- Performed all client services, including training, troubleshooting, etc.

Mojo Interactive, Orlando, FL
March 2006 to June 2011
Industry leader in online marketing, lead generation and website management that develops progressive, results-oriented marketing solutions and Web-based applications for a variety of fields, with an emphasis on health care

Technical Services Specialist

- Assisted clients with websites, including use of content-management systems, strong site organization, on-page SEO (Search Engine Optimization) best practices, effective use of social networks and video sites, content writing (keyword-rich and conversion-strong text) as well as online portfolio management
- Utilized Salesforce for management of client and account history
- Served as Project Manager for Website Services' website projects, including template, custom design and migration, utilizing DreamTeam project-management software
- Assisted with managing Mojo's Facebook Page and Twitter account to help market the company's culture
- Managed partnership products sold by the sales team
- Conducted website tutorials, FAQ sessions, Web training, etc. with clients
- Managed website edit requests for clients, ranging from use of Content Management Systems to traditional FTP/WinSCP access (editing .html, .cfm and .css files)
- Assisted sales managers with account/product questions as well as client and colleague training
- Regulated and managed billable-edit requests through work-order system
- Maintained extensive and up-to-date product knowledge
- Worked with teams within Mojo to create new products/services
- Supported development programmers to upgrade internal systems that affected clients and employees

Convergys Corporation, Lake Mary, FL
July 2005 to January 2006
Global company in relationship management, delivering a broad range of customer and HR Solutions to businesses to improve productivity and increase profitability

Customer Service/Online Sales Representative

- Effectively handled customer inquiries regarding prices, products, programming and installation
- Maintained account history through detailed and accurate notation of the interactions with clients (bill pay, account and product changes, resolution of issues)
- Practiced customer-service skills to enhance client approval and increase sales
- Used chat support on a daily basis to facilitate clients' requests

OTHER SKILLS

- Long history of working with people effectively toward common goals
- Adept and proactive problem solver
- Solid troubleshooting and networking skills with strong attention to detail
- Adapt readily and calmly to changes in a dynamic work atmosphere
- Superior knowledge of PC hardware/software

EDUCATION

- Valencia College: working toward Business degree
- Edgewater High School

References available upon request