

Charlotte Jones

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SUMMARY

Technical Implementation Specialist with expertise in front-end development using HTML, CSS, JavaScript, and React. Skilled in translating complex design concepts into functional digital solutions, managing content platforms, and delivering client-focused training. Experienced in troubleshooting technical issues, optimizing user interfaces, and ensuring seamless deployment of high-impact projects. Adept at enhancing user engagement and maintaining brand consistency through innovative front-end development and implementation strategies.

SKILLS

Front-End Development • HTML • CSS • JavaScript • Critical Product Deployments • CRM Systems • Jira • Client Facing Platform Training • Data Analysis • Project Documentation • Problem Solving • Adobe Creative Suite • NetSuite • Confluence • Technical Support • Troubleshooting • Client Issue Resolution • API Integration • Technical Documentation • Help Desk Support • Happy Fox • Trello

WORK EXPERIENCE

Creative Realities

Atlanta, United States

Senior Implementation Specialist

Sep 2023 - Present

- Resolved client technical issues within 24-48 hours, ensuring high customer satisfaction and operational efficiency; documented troubleshooting steps and provided technical support to team members for incoming and existing clients.
- Served as the primary point of contact for content playback troubleshooting, effectively managing client inquiries to maintain project momentum and satisfaction.
- Collaborated with cross-functional teams to convert design concepts into functional front-end code, optimizing digital content for better performance and reliability.
- Designed and delivered 10+ onboarding training sessions, improving team operational efficiency by 15%.
- Managed a high volume of support tickets across multiple client accounts in HappyFox, ensuring 95% resolution within SLA timeframes and maintaining high customer satisfaction.

Implementation Specialist

Mar 2020 - Sep 2023

- Supported over 400 digital displays, ensuring a 99% uptime rate through proactive troubleshooting and regular system checks.
- Managed content delivery for 250+ screens across sports venues, ensuring strict adherence to scheduling and quality standards, reducing downtime, and enhancing viewer experience.
- Managed content delivery for 250 screens in sports venues, QSRs, and amusement parks ensuring adherence to quality standards and schedules.

RentPath

Atlanta, United States

Client Account Manager

Mar 2019 - Mar 2020

- Managed 500+ client accounts, achieving a 90% retention rate by addressing technical issues and enhancing client support processes. Maintained monthly churn rate of 3% while helping sales executives upsell products.
- Developed promotional materials that improved customer engagement, resulting in a 15% increase in upsell opportunities within the Inside Sales Department.

CERTIFICATIONS

Intro to Coding, SheCodes

Feb 2022

Web Development, SheCodes

Aug 2022

Responsive Web Development, SheCodes

Oct 2022

React Development, SheCodes

Jan 2023

EDUCATION

Full Sail University

Winter Park, United States

Master of Arts, Public Relations

NC A&T State University

Greensboro, United States

Bachelor of Science, Journalism Mass Communication