Jalesa Campbell
Creative Generalist

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OBJECTIVE
All-Star Generalist with 5+ months of experience working for a startup company. **Has experience creating mock websites, editing content, managing blogs, and social media postings**. Committed to development of technical skills through online resources. A flexible and cooperative individual seeking a creative technical position.

QUALIFICATIONS SUMMARY
- Lead a small team for a class project in creation of a mock website utilizing Bootstrap's User Interface framework, HTML, and CSS
- Edited content and meta data for 2 professional websites

RELEVANT SKILLS
>> Technical: Microsoft Office Suite, Bootstrap, HTML, CSS, Squarespace, HootSuite, Google AdWords, SEMrush
>> Platforms: Windows 7, Windows 8, Macintosh OS X Yosemite

EDUCATION
York Technical College, Rock Hill, SC   May 2015 – Present
A.S. Applied Science Computer Technology, Programming Specialization
GPA: 3.50 / 4.00

Claflin University, Orangeburg, SC   Aug. 2010 – May 2014
B.A. English, Literature Concentration
GPA: 3.97 / 4.00
Honors: Summa Cum Laude, President's List, Dean's List, UNCF Mellon/Mays Undergraduate Fellow
Activities: Debate Team, Sisters of Service, The Salvation Army

Continuing Education
Tech Talent South, Charlotte, NC   Mar. 2015 – Jun. 2015
Introduction to Website Design and Creation Front-End Development Course
Student
- **Use Mockflow to create a wireframe for a mock website**
- **Build webpages with HTML, CSS, and Bootstrap**
- Present 6 portfolio projects at the end of 10 weeks
- Collaborate as a team member in creation of a Shopify Partner website

RELEVANT WORK EXPERIENCE

All-Star Generalist   Jul. 2015 – Present
TimeTap, Charlotte, NC
- **Write and update content for websites**
- Assist clients by writing and updating user documentation in addition to version release notes with Atlassian Confluence
- Write and update blog posts using Squarespace
- Schedule weekly social media posts through HootSuite's social media management platform
  Assist with online presence through SEO practices and SEMrush digital marketing software
- Provide clients with technical support and walk-throughs by phone, email, and chat messaging
- Check for software issues through scenario testing

Customer Services Representative   Oct. 2014 – Dec. 2014
Corestaff Services/Shutterfly, Inc., Fort Mill, SC
- Obtain high customer satisfaction scores by providing quality support for customers
- Provide general and escalated technical support for mobile application orders and inquiries involving Android, iPad, and iPhone platforms
- Advanced to handling Tier 2 telephone calls within three weeks of starting position
- Assist customers with product, order, and production-related queries in addition to walk-throughs

The Tatler Newsletter Editor   Jan. 2013 – Sep. 2013
The Department of English and Foreign Languages, Orangeburg, SC
- Enhance newsletter template design using Microsoft Publisher
- Organize staff meetings and digitally share minutes by e-mail
- Write and revise 10 articles with staff
- Publish newsletter for perusal of 1,800+ students and university visitors

Mellon Mays Undergraduate Fellow   Jun. 2012 – May 2014
The UNCF Mellon Mays Undergraduate Fellowship, Atlanta, GA
- **Conduct academic research at Emory University** in Atlanta, GA
- **Analyze and improve 30+ research drafts** during the Summer Institute
- Deliver micro-teaching session using Microsoft PowerPoint and SMART Classroom Technology
- Attend the 2013 Southeastern Regional Conference in Houston, TX and deliver research presentation for the 2014 Southeastern Regional Conference in Atlanta, GA
- Draft and finalize two-year research project of over 50 pages for fellowship submission
- Draft correspondence letters and edit court documents