



# Jonathan Coblentz



## Objective:

To grow professionally in a role that best utilizes my skill and experience in Customer Service, Program Management, Content Management and Web Design.

## Proficiencies:

HTML/CSS/JS, PHP, SASS, Wordpress, Twitter Bootstrap framework, MS Sharepoint, Jekyll, Markdown, Adobe Creative Suite

## Relevant Experience:

Rovia, Greenville, SC (2013-)

Customer Service Representative, Team Lead, Interim Program Specialist

- Redesigned knowledge database website in SharePoint to reflect the Travel Department's new Sales/Service model
- Supplied chat, phone and email based customer service and technical support for online travel agency. Created and maintained leisure travel reservations for diverse global clientele
- Resolved escalated chats, calls and emails. Partnered with QA and Program management to call center document processes and contribute to knowledge database

Greer Web Solutions, Greer, SC (2012-)

Freelance Web Design and Development

- Designed, developed and maintained websites for local businesses and organizations.

## Xerox, Greenville, SC (2011-2013)

### Docucare Help Desk Technician Clerk

- Scanned, optimized, indexed and uploaded engineering documents for ongoing digital archive project
- Provided ongoing technical support for KIP printers and for Greenville Hospital System DocuCare operations

## Steve White Volkswagen, Greenville, SC (2010)

### eCommerce Manager

- Facilitated expansion of online sales for Parts department, overseeing all aspects of eBay, ProStores and TradeMotion fulfillment.

## References:

**Kellie Kimerie: Program Manager,  
Rovia**

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**Andrea Cheeks: Travel Support  
Supervisor, Rovia**

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**Ron Churches: Manager, Xerox**

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## Education:

**Montreat College, 2002**

BA in Religious Studies

**Art Institute of Charlotte, 2004**

Web Design Classes