

JANNICE AL-MANSUR

◆ Kennesaw, Georgia 30144
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SUMMARY

Self-motivated, proactive web designer offering 4 years of practical experience. Skilled at performing web design and production tasks using Dreamweaver CS6, CSS3, HTML and HTML5 with light JavaScript and JQuery. Expert level experience with Adobe Business Catalyst Web Content Management System. Characterized as forthright and reliable; committed to completing projects and supporting subordinates and peers. Recognized for possessing proven motivational leadership, strategy development and training abilities. Demonstrated talent resolving customer-related problems while being responsible for designing, developing, and maintaining standards compliant content-based websites.

PROFESSIONAL EXPERIENCE

2008 – present

Independent - Web Designer - SEO Expert - Content Management System

Partners with sales team and guides their clients through the complexity and detail of developing content, strategy, and tactics for showcasing their products and services on the internet.

- Recognized as a consummate professional, working collaboratively with her clients crafting strategy to helping in their quest for a competitive advantage.
Her clients benefit from improving their online content, increasing credibility, attracting and converting prospects into new customers resulting in successful online businesses.
- Provides website design to create and maintain cohesive brand identity management, social media marketing and strategic planning.
- A graphic designer, search engine optimization specialist and hands-on web designer, with a big picture perspective on real-world business branding strategies. She is an exemplary leader with well developed skills in relationship management, process and procedure development and implementation.

Website Development:

- Researches, and maintains creative marketing communications using, HTML, CSS, JQuery, JavaScript, Adobe CS6 software, and versed in current industry website development technologies.
- Designs websites and web based applications coded for Search Engine Optimization (SEO) and designed to suit project needs and maintain consistency in brand integrity.
- Creates custom concept and design, graphical templates, and other graphical elements for various web based projects. Including presentations, RFPs, contracts and project development agreement for full project scope and budgeting.
- Ensures site design integrity and quality control consistency throughout a projects lifecycle.
- Creates metrics reports and performs metrics analysis. Reviews web site statistics and uses findings for webpage, campaign, and search engine optimization and keeps clients up to date on statistics through regular client meetings.
- Troubleshoots error messages and presentation issues. Writes user documentation and guidelines, including customer training modules and conducting remote webcasted and onsite customer training programs.

WORK SAMPLES -

Main Site: <http://www.redberrydesigns.com/>

Project Portfolio: <http://www.jannice.info>

EDUCATION & PROFESSIONAL DEVELOPMENT

Web Design & Web Development Certificate, Emory University CEU, current
B.A., HRM, American Intercontinental University, 2005, Summa Cum Laude, GPA: 3.91/4.0

TECHNICAL SKILLS

HTML, HTML5, CSS, CSS3, JavaScript, jQuery, MySQL, Responsive Mobile Web Design, Adobe Master Collection CS6, Adobe Dreamweaver CS6, Adobe InDesign CS6, Adobe Illustrator CS6, Adobe Photoshop Professional Extended CS6 and Adobe Presenter 7, Adobe Captivate 5.5, Adobe Business Catalysis CMS, Basecamp Project Mgt, PeopleSoft Version 8, Lucent Call Center Management software, MS Office 2007 Suite.

PROFESSIONAL AFFILIATIONS

Atlanta HTML5 User Group, Atlanta Web Design Group, The Atlanta JavaScript Meetup Group, TRC Presents Web Development Classes

PROFESSIONAL EXPERIENCE Continued...

BOSTON SCIENTIFIC CORPORATION/ GUIDANT CORP., Atlanta, GA **2004 – 2008**

HR Sales Center of Excellence (COE) Coordinator

Partnered with Sales HR Director and Regional Managers to develop and oversee implementation of national HR programs and projects across all Field Sales divisions.

- Created a diversity recruiting fair serving 900+ candidates. Recognized by VP of Diversity for best event ever held. Also led to several in-house hirings.
- Recognized for outstanding work as on-site coordinator of Command Center during divisional reduction in force. Created communications, facilitated HR and manager training, coordinated notifications, supervised and supported the Event staff and managed outsourced vendors.
- Conducted investigations and research of employee benefits, disciplinary and policy violations issues. Devising, communicating and executing on recommendations for corrective actions for performance improvement plans. Designed an electronic event satisfaction and professional development survey. Resulted in several new national initiatives improving morale and performance.
- Successfully managed all facets of major HR initiatives, including staffing, locations, budgets, educational sessions, signage, agendas, special events, communications and registrations.
- Developed and maintained tools to track and analyze success of Human Resources and Operational initiatives, then actively coaching and counseling leadership on strategies to act on results.

MARRIOTT INTERNATIONAL, Atlanta, GA **1995 – 2004**

Operations Manager, Marriott ExecuStay (2001 – 2004)

Successfully directed operations for a national customer service contact center and led team of twelve in day-to-day processes.

Director of Center Operations, Worldwide Reservations Sales Center (2001)

Oversaw the operations of a 300-seat in-bound worldwide sales call center and managed operations for several departments: Sales Operations, Training and Quality Assurance. Allocated resources, managed daily operations, and scheduled responsibilities.

Revenue Manager, Marriott Marquis Hotel (1999 – 2001)

In addition to monthly forecasting functions, supervised revenue, group housing and advanced deposits coordinators, and maintained operations.

Manager of Reservations Sales, Regional Reservations Center (1998 – 1999)

Led team of 45 reservations sales agents and supported remaining 135 agents in regional sales center.

Manager of Quality Assurance, Reservations Sales Center (1995 – 1998)

Developed, managed and implemented the quality assurance program for the center. Trained managers, leads and sales agents on compliance techniques for Marriott sales call.