

Deloreen O. Pond

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Professional Summary and Skills	<p>Possesses a strong attention to detail that is necessary to apply analytical skills and an excellent ability to organize data. Excellent communication skills to articulate effectively with clients and team members. Experience and education needed to address business and technical tasks simultaneously.</p> <table border="0"> <tr> <td>✓ Data Analysis</td> <td>✓ SQL - Microsoft SQL Server</td> </tr> <tr> <td>✓ Software Implementation</td> <td>✓ HTML, CSS and JavaScript</td> </tr> <tr> <td>✓ Project Management</td> <td>✓ Adobe Creative Suite (Photoshop etc.)</td> </tr> </table>	✓ Data Analysis	✓ SQL - Microsoft SQL Server	✓ Software Implementation	✓ HTML, CSS and JavaScript	✓ Project Management	✓ Adobe Creative Suite (Photoshop etc.)
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Work Experience	<p>LivePerson – Integration Specialist – July 2016 to Present</p> <ul style="list-style-type: none"> ▪ Co-managed a project to clean up and audit Contact at Once! Database of 10,000 accounts in order to increase company-wide operational efficiency and reduce the customer attrition rate. ▪ Elicited and analyzed sales data from various business stakeholders to configure the chat and text integration for clients. Troubleshoot HTML, CSS and JavaScript errors and other issues with the chat and text integration. ▪ Collaborated with service providers to ensure proper application implementation for national and international clients with a focus on the automotive and real estate industry. ▪ Managed orders through the Contact at Once! Integration process including several OEM programs, such as BMW, Jaguar Land Rover, Mercedes-Benz, and Volkswagen. <p>LivePerson – Managed Services Quality Analyst – September 2015 to June 2016</p> <ul style="list-style-type: none"> ▪ Identified individual and team-level training needs in order to propose process improvements to the Managed Services management. ▪ Implemented a more streamlined and efficient system to collect and organize daily reports. ▪ Created a portal for the team to share and discuss department policies and changes in procedures. ▪ Analyzed chat transcripts, taking into consideration corporate policy and best practices, in order to reduce customer complaints and improve the overall quality of the Contact at Once! Chat Receptionist service offering. <p>Del Olida – Executive Virtual Assistant (Self Employed) – June 2009 to August 2015</p>						

	<ul style="list-style-type: none"> ▪ Assisted businesses with the creation, set up and management of their websites and social media to better facilitate their business growth and goals. ▪ Researched, planned, implemented and managed several digital marketing projects. ▪ Created quality assurance and A/B testing reports for e-commerce marketing client. ▪ Provided administrative support simultaneously to several executive level clients, such as coordinating schedules, and managing domestic/international travel.
Education	Bachelor of Science in Business Information Technology Management Western Governors University July 2015
Professional Certifications	<ul style="list-style-type: none"> ✓ CompTIA Project+ (Project Management) ✓ CompTIA A+ [October 2014 – October 2017] ✓ Microsoft Technology Associate: Database Administration Fundamentals (SQL) ✓ Microsoft Technology Associate: Networking Fundamentals