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Top Skills

Graphic Design

User Interface Design

Animation

Languages

English (Native or Bilingual)

Spanish

Certifications

CPR and First Aid

James Smith

Support Engineer @ Mphasis | Media Communications, Voice, Video
Production, Animation

Dallas, Texas, United States

Summary

As a Support Engineer at Mphasis, I have been providing technical and operational support to clients across various industries for 11 months. I have over six years of experience in various roles related to client resolution, data analysis, customer service, data entry, and leadership, working with leading companies such as Genpact, CSS Corp, and Hewlett Packard Enterprise. I have also been a supervisor and a mentor at Austin ISD, overseeing the internship program for high school students.

Besides my full-time career in technology, I am also a media production specialist with a keen eye for visual storytelling, animation, voice acting, and audio engineering. I have a bachelor's degree in electronic media communication and a minor in recreation administration from Texas State University. I have worked as a news anchor, a video production intern, and a freelance media producer, creating engaging and effective media content for various clients and platforms. My mission is to combine my technical and creative skills to deliver high-quality solutions that meet the needs and expectations of my clients, while also enhancing my own professional development and learning new technologies and tools.

Experience

Mphasis

Technical Support Engineer

November 2022 - Present (11 months)

Dallas-Fort Worth Metroplex

- Provide technical support and ticket processes for a number of client locations.
- Remotely resolving customer complaints and technicals concerns via phone, email, or remote connection to the user.
- utilizing a database of knowledge to walkthrough a variety of issues and providing feedback to help keep knowledge base updated.

- Utilizing ticketing Zendesk ticketing systems this year before moving to Salesforce in August 2023.

WorkSmith 3D Media

Freelance Content Creator

April 2017 - Present (6 years 6 months)

Texas, United States

A media production startup by a tech specialist with a keen eye for:

- visual storytelling, animation, voice acting and audio engineering as well as content writing and creation.
- utilizing Adobe Creative suite for all my needs.

Genpact

Marketing Expert

November 2021 - October 2022 (1 year)

Dallas, Texas

- Provide solutions for SMB in order to grow their revenue.
- Support and help web marketing agencies to build strategies for their client's campaigns.
- Build relationship with client representatives and marketing staffs through routine and scheduled interactions.
- Develop & advise on marketing strategies by understanding client expectations and objectives.
- Educate and help advertiser to drive campaign's ROI.
- Manage client expectations, communication and performance metrics.

CSS Corp

GIS Data Analyst

September 2021 - November 2021 (3 months)

Austin, Texas, United States

- Review and research reported requests from internal teams
- Conduct research through thorough web research

Austin Independent School District

Internship Supervisor

December 2019 - September 2021 (1 year 10 months)

Austin, Texas Area

- Assist with day to day assignments with high school students in special education career program.
- Create daily lessons and activities to lead outside of lead teacher's instruction.
- Grade and evaluate students on individual assignments and give feedback.

- Provide supervision and operation oversight to student internship programs.
- Provide guidance to team to accomplish and/or exceed goals.
- Class size of 3-10 students.

Hewlett Packard Enterprise

Data Technician

September 2019 - December 2019 (4 months)

Austin, Texas Area

- Supporting clients in a leveraged data center which hosts servers, switches, arrays, and media tapes.
- Tasked with bringing solutions to incidents, completing change requests
- Installation of new hardware revolving around: cabling, port management, hard drive failures/installations, system and port configurations, patch panels, and other situations.

Transcom

Applecare Advisor

August 2019 - November 2019 (4 months)

- Supported Telecommunication client with assisting their customers smartphone, tablet, and computer needs.
- Engaged with callers to actively listen, analyze, and isolate their tech issues.
- Comfortably navigated through multiple applications to research timely solutions.
- Multitasked in systems while patiently providing step-by-step instructions.
- Calmly provided conflict resolution to navigate frustrated customers.

BCforward

Social Media Review

July 2018 - December 2018 (6 months)

Austin, Texas Area

- Analyze 1000-2000 posts daily and classify according to policy
- Provide objective insights and trends on content reviewed
- Provide feedback and suggestions on the review process and workflows to maximize productivity
- Ability to prioritize and balance 1-2 projects to meet weekly deadlines

Waymo

Operations Team Member

August 2017 - July 2018 (1 year)

Austin, Texas Area

- Testing autonomous vehicle software in and out of the vehicle
- Assisting with the implementation of changes to vehicle software
- Locating issues within software and escalating them to the proper teams
- Presenting new software changes to fellow operations team members
- Professionally interacting with public while testing and operating autonomous vehicles
- Continuously reviewing new implementations to vehicles and software
- Submit and review insurance claims for riders

General Motors

Technical Support Specialist

March 2017 - August 2017 (6 months)

Austin, Texas Area

Bobcat Update

News Anchor

January 2015 - July 2015 (7 months)

San Marcos, Texas

- On the set: Provided camera work as an Anchor and on-air Entertainment host
- Behind the set: Served on as an audio operator, two-angle camera operator, teleprompter runner, floor director, and switchboard operator.

San Marcos Daily Record

Video Production Intern

December 2014 - April 2015 (5 months)

San Marcos, Texas

- Wrote and produced local news stories for the video section of the website.

CAPTIVA MEDIA LIMITED

Video Production Intern

November 2014 - November 2014 (1 month)

- Videographed and shot freelance photography for Shiner Musicfest 2014

Vice President of Finance and Support Services

1 year 10 months

Student Assistant to the Vice President

May 2013 - August 2014 (1 year 4 months)

San Marcos, Texas

- Ran errands as needed

- Managed emails and answering a multi-line phone
- Documented, verified files and filed

Sport Clubs Supervisor

November 2012 - August 2014 (1 year 10 months)

San Marcos, Texas

- Supervising sporting events held by Sport Clubs,
- Watching and documenting practices
- Performing first aid or CPR on scene, and making sure athletes and spectators follow Sport Clubs policies.

Education

Texas State University

Bachelor of Science (BS), Electronic Media Communicaton; Minor- Recreation Administration · (2012 - 2015)

Bishop Thomas K. Gorman Regional Catholic High School

General Diploma · (2007 - 2010)