

LOUIS A. TRUNDY JR.

P.O. Box 330373
Atlantic Beach, FL 32233

904.716.8192
louistrundy@clearwire.net
Web Portfolio: louistrundy.com

SUMMARY OF QUALIFICATIONS

Web Designer/Developer with over 10 years experience creating and implementing web sites that meet client-based goals. Experience includes site development for both profit and non-profit organizations. Demonstrated skill in web project management with the ability to transform ideas into attention-capturing sites. Proven ability to combine state-of-the art technologies with web compliant standards, to deliver quality work. Outstanding analytical, problem-solving, and decision-making skills.

TECHNICAL SUMMARY

Programming Languages: XHTML, CSS, JavaScript, SQL, ASP, PHP

Software Expertise & Tools: Microsoft Windows 98, 2000, XP, Vista, Linux, Microsoft Office Professional 2000, Oracle 9.0, MySQL, Adobe Dreamweaver CS, Fireworks MX, Flash MX, Photoshop 7.0, ImageReady 7.0

WEB DESIGN EXPERIENCE

FRA290.ORG, Jacksonville, FL 2008 – 2009
Webmaster and Designer

Conceived, created, and implemented a Web site for a non-profit Veterans organization. Designed original art and graphic layout of content, logos, and navigations. Designed a site that meets Web standards and is optimized for search engines. Site can be viewed at <http://www.fra290.org>.

- Delivered cost savings to organization by incorporating newsletter online.
- Maintain all content and structure of site on an ongoing basis.

CAPTLICENSE.COM, Jacksonville, FL 2005 – 2006
Web Designer

Created a commercial Web site prototype to sell educational materials to obtain a Coast Guard captains license. Site can be viewed at <http://www.louistrundy.com>.

- Conceived and designed site structure and interface including flash video.
- Programmed simple shopping cart system.

JACKSONVILLE PORT MINISTRIES, Jacksonville, FL 1998 – 2005
Webmaster and Designer

Webmaster responsible for designing and maintaining a site for a non-profit organization. Site was retired in 2005, but can be viewed at <http://www.louistrundy.com>.

- Conceived and designed initial site structure and interface for new organizational Web site.
- Upgraded and improved site structure and interface in 2004.

ADDITIONAL PROFESSIONAL EXPERIENCE

CITIBANK COMMERCIAL CARDS, Jacksonville, FL **2007 – 2009**

Customer Service Representative

Managed credit-card-related inbound calls from Credit Card holders and Program Managers of Fortune 500 corporations and Federal and State government agencies. Provided one stop service on inquiries, concerning general account issues, billing disputes, security reports for lost/stolen cards, collections issues, and new card activations.

- Maintained quality and productivity standards while handling over 100 calls per day.
- Won a 5-Star Recognition Award for outstanding performance and teamwork.
- Won monthly quality award for quality score of 99.09%.
- Participated in implementation of a new GSA Government SmartPay Contract for over 75 Federal Agencies.

AMERICA ONLINE INC., Jacksonville, FL **1998 – 2006**

Technical Support Representative/Customer Care Consultant

Controlled call volumes effectively, listened and responded appropriately to resolve technical issues, security concerns, complaints, or billing issues in a timely manner. Updated member accounts to current information and also helped new members establish dial-up and high-speed accounts.

- Assisted and handled over 80 member accounts per day in a timely manner in regards to technical, billing, or retention calls.
- Created spreadsheet to track sales performance measures increasing schedule adherence to 95%.
- Resolved billing issues on member accounts exceeding quality-metric standards by 100%.
- Achieved a Cure Rate of 49% on a monthly basis exceeding the expected Cure Rate of 39%.

EDUCATION / TRAINING

- Associate of Applied Science, Florida Community College at Jacksonville, Jacksonville, FL
 - Major: Internet Services Technology, Webmaster/Web Development
 - Completed 11 hours towards Associate of Science in Database Technology
- Certified Internet Web Professional (CIW) Associate
- Continuing Education: 200 hours of technical training in windows based Internet service. 1500 hours training in various Customer Service modules.

MILITARY EXPERIENCE

Served as an Air Traffic Controller in the United States Navy