



JORDAN POWELL

WEB DESIGNER/
CUSTOMER SUCCESS
SPECIALIST/ GRAPHIC
DESIGNER

CONTACT

+33 7 60 73 23 52

JORDAN.CHRISMAR.POWELL@GMAIL.COM

COWOOL GRENOBLE
1 AVENUE D'INNSBRUCK
38100 GRENOBLE

PROFILE

I am an experienced designer and customer success specialist who aims to assist company's or individuals grow in the creative and technical space. Applying my knowledge, experience and skills for continuous improvement not only for myself but others as well.

LANGUAGES

ENGLISH - Native Speaker
FRENCH - Oral and Written

SKILLS

- PHP
- HTML
- CSS
- JavaScript
- SEO and Google Analytics
- Web content development
- Blogging

EXPERIENCE

CUSTOMER SUCCESS SPECIALIST

CONVESIO | MAY 2023 - PRESENT

- Troubleshooting Hosting Issues: Assisting customers experiencing issues with their hosting accounts, including server downtime, slow performance, and error messages.
- Server Configuration Help: Assisting customers in setting up and configuring their web hosting environments, including email, databases, and DNS settings.
- Account Management: Helping customers with account-related tasks such as updating billing information, and managing renewals.
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CUSTOMER SUPPORT AGENT

XFUSION INC. | NOVEMBER 2020 - APRIL 2023

- Website Deployment: Helping customers launch their websites on their hosting servers, including setting up content management systems (CMS) like WordPress, installing themes, plugins, and configuring website settings.
- Domain Configuration: Assisting with domain registration, DNS management, and pointing domains to hosting accounts or third-party services.
- Security Assistance: Offering support with website security features, including SSL certificates, firewalls, and other security protocols to protect customer websites.

FREELANCE CUSTOMER SUPPORT TECHNICIAN

UNDSGN | MARCH 2019 - SEPTEMBER 2022

- Email customer support on behalf of the company.
- Report issues, bugs, or suggested features to the company.
- Provide support and website customization to customers.

EDUCATION

BACHELOR OF SCIENCE, MAJOR IN COMPUTER SCIENCE

UNIVERSITY OF THE WEST INDIES | 2010 - 2013

MONA, JAMAICA