

RUBY JONES

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EMPLOYMENT ↻

SEMINAR FOUNDRY

VP OF OPERATIONS

🕒 MARCH 2015 – PRESENT 📍 FLORIDA (REMOTE)

Personally responsible for Quality, Workflow and Continuity of every transaction, reporting directly to Owner. Oversee and resolve Customer Service issues. Liaison with all external partners: TeleDirect Call Center, Print House and USPS. Onboard and Train New Employees.

JANSSEN PARTNERS / BARCLAY HEDGE

PERSONAL ASSISTANT / DATABASE MANAGER

🕒 MAY 2012 – JUNE 2014 📍 IOWA

Personal Assistant and Database Management. Details available upon request.

SEMINAR CROWDS

QUALITY ASSURANCE

🕒 NOVEMBER 2006 – MAY 2012 📍 IOWA

Promoted internally from account technician to key operations management position in successful financial mail-house. Created and implemented Quality Assurance Procedures to virtually eliminate order errors, leading to unprecedented profit retention in record breaking years in which SC mailed approximately 30 million pieces in 5 - 20K increments.

SELF EMPLOYED

FARMER & HOMEMAKER & LANDSCAPING

🕒 JULY 1988 – 2006 📍 NEW YORK & IOWA

Three-generation family business breeding and caring for approximately 200 standard-bred race horses while raising my family.

DAVIS POLK & WARDWELL

APPLICATIONS SPECIALIST, COMPUTER SUPPORT MANAGER

🕒 MAY 1985 – JUNE 1988 📍 NEW YORK, NY

Provided training and technical assistance for the 1200+ Unix computer system users in this fully-automated prestigious law firm.

SKILLS & EXPERIENCE ↻

📞 CUSTOMER SERVICE

Excellent in-person and email/telephone customer service.

🏠 REMOTE WORK

Experienced in using Egnyte, RingCentral, Slack, TeleDirect, Microsoft Office 365, OpenOffice, VPN, Windows 10 and MacOS 11.

💻 COMPUTER SUPPORT

Trained Staff and Supported Users, contributed to Software Development, Documentation and System Administration.

📄 QUALITY ASSURANCE

Skilled in Copy Editing for technical and marketing materials.

💬 COMMUNICATION

Strong communication skills, both written and verbal.

🔧 PROBLEM SOLVING

Solves issues in a quick, creative, and effective manner by focusing on client/project needs.

EDUCATION ↻

VARIOUS TECHNOLOGY SEMINARS

UNIX & DATA COMMUNICATIONS

🕒 1980 – 1988 📍 NEW YORK, NY

JOHN ABBOTT COLLEGE

CEGEP (ASSOCIATE DEGREE)

🕒 1973 – 1975 📍 MONTREAL, PQ, CANADA
