**[Graphic Designer Information Technology](https://www.postjobfree.com/resume/adz3q0/graphic-designer-suwanee-ga-30024)**

**Location:**Suwanee, GA, 30024

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**Resume:**

JEFFREY M. BAYONNE

INFORMATION TECHNOLOGY PROFESSIONAL

TECHNICAL SKILLS

ADOBE SUITE

MICROSOFT OFFICE SUITE

MAC OS, WINDOWS, LINUX

HTML, CSS, PHP, ACTION SCRIPT,

JAVA SCRIPT

EXPERIENCE

Formetco–Duluth, GA

Tier 2 Help Desk Analyst

2021-Present

Investigate and manage escalated incident case tickets from CRM database generated work orders. Facilitate timely resolutions to complex customer email inquiries. Field customer calls demonstrating attentive listening skills, critical thinking, and professional courtesy. Visually analyze helpdesk VNC and Team Viewer applications to troubleshoot inoperable/malfunctioning devices through WPS devices. Deploy new software necessary for accurate screen and computer operation. Maintain precise records to evaluate customer systems. Monitor LED system alerts to ensure proper operation of customer screens. Remotely test and update telecommunication for billboard structures utilizing mobile 5G communications hardware. Create work orders for field technicians. Provide remote guidance and instruction to field technicians to facilitate the resolution of visual and diagnostic billboard errors.

Self-Employed Graphic Designer–Suwanee, GA

Freelance Graphic Designer/Web Designer

2018-2021

Developed concepts, graphics and layouts for product illustrations, company logos and websites. Collaborate with clients to determine project requirements and planned budget. Managed client proposals from project conception to final design production. Developed prototype of project concept based on client vision and guidelines. Advised clients on design style, formatted layouts, and illustrative materials for design production. America’s Value Channel–Lawrenceville, GA

Technical Director/Graphics Coordinator

2013-2015

Managed set design, assembly, maintenance and facilitated stage operations. Supervised the use and maintenance of lighting, sound, communications and rigging equipment. Operated, maintained, and safeguarded the technical assets of the studio. Selected materials necessary for live broadcasts at facility for advance production dates. Coordinated all technical requirements of the producer. Directed assistance to guests and hosts with technical matters. Created accurate and consistent daily graphics for broadcasting on live Television. Managed project requirement and deadlines for all production work orders.

EDUCATION

Georgia Gwinnett College

2009-2016

Bachelor of Science

-Information Technology

Certifications

2019-Present

Hootsuite Platform Certification

-Certified for social media management

CONTACT

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