

**MARY JONES**  
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A versatile customer service and technical writing professional with more than 20 years of diversified experience in working for auctions and online retailing for the world's largest entertainment company and leading financial organizations. Processed customer orders, set up and managed help desks, wrote documentation, moderated chat rooms and provided customer service for diverse web sites.

Expertise includes outstanding verbal and written communications, interpersonal, technical support, training, documentation management and research skills.

## **EXPERIENCE**

**Southern Company**, Los Angeles, California

1999-Present

### **Customer Service Coordinator**, Southern Shopping Inc., Los Angeles, California (2008-Present)

Respond to customer e-mail questions for Southern Deals, concerning orders, tracking, delivery, replacements, refunds and general inquiries. Auctions and Deals generated \$7 million in annual revenues.

- Set up the customer service function and processed 50-75 inquiries daily.
- Monitor inventory levels to ensure adequate stock was on hand to fill current orders.
- Interact with vendors and artists concerning fulfillment and completion of orders.
- Assisted the technical team in the testing and installation of a new Auctions Internet marketplace, which replaced Southern's use of eBay.

### **Customer Care Representative**, Southern Internet Group, Torrance, California (2003-2008)

Responded to general inquiries about the Company

- Processed 40-80 inquiries daily.
- Assisted in the testing and successful implementation of a new e-mail system.

### **Community Moderator**, Los Angeles, California (1999-2003)

Hired to support Southern's new initiatives, Southern's website, with the launch of new chat rooms.

- Moderated the chat room for Family.com that was averaging 30 visitors at a time.
- Moderated the Blast auditorium chats featuring Southern celebrities. Prompted conversations as necessary to ensure lively exchanges.
- Performed daily quality testing on Southern.com, Southern's principal site, to ensure site functionality.

**Century Bank**, Los Angeles, California

1988-1999

### **Senior Information Support Analyst**, Help Desk, Trust Department (1995-1999)

Joined the new Trust Department Help Desk, which was created to assist in-house staff with technical issues regarding trades and account set-up.

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**Century Bank, Continued**

- Provided technical support to 3,000 systems users, solving database and business transaction problems by providing research, timely corrections and an improved method for system access.

**Documentation Coordinator/Technical Writer, Compliance Unit, Trust Department (1988-1995)**

Produced policies and procedures manuals for all areas of the Trust Department. Worked independently, drawing on a year's training with the documentation team.

- Coordinated multiple documentation projects, including one involving 30 writers that produced a manual reflecting policies and procedures. This manual was created due to a major business reorganization.
- Participated in reviews of written documentation to ensure regulatory compliance, assisting the company to pass all internal and external audits with satisfactory or better ratings.

**Pioneer Savings, Los Angeles, California**

1983-1988

**Word Processing Specialist, Training Department**

Hired to support the Training Department, consisting of a manager and five training specialists.

- Entered and edited all training documentation, including policies, procedures and classroom materials.
- Developed and taught a Business Writing Workshop that was presented to 75 employees.

**Life Consultants, Brentwood, California**

1980-1983

**Word Processing Operator (1982-1983)**

Provided word processing support for a geotechnical engineering firm with a staff of 150 engineers and geologists nationwide.

- Entered geotechnical engineering documents and reports from drafts prepared by engineers and geologists.

**Corporate Librarian/Secretary (1980-1983)**

Set up the company's first library, ordering books and periodicals based on staff requests. Cataloged existing and new items. Used CalTech and UCLA libraries for research on special projects. Performed secretarial duties for the Chief Engineer and the Chief Geologist.

**PRIOR EXPERIENCE**

Served as Library Technician at the Los Angeles Public Library and as Chat Moderator for the weekly Dodger Chats site on AOL.

**EDUCATION**

**El Camino City College, Torrance, California**

Completed a two-year segment of the Library Technology program

**SOFTWARE SKILLS**

Windows, Word, Excel, Outlook, Kana, Mozart, Interworld, Truition and the Internet

**AWARD**

Employee of the Month, Century Bank