

RICHARD A. GUIDRY

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Objective

To work for Internet based firm in web developer-designer capacity. Ideal position would provide exposure to various design projects in different market segments, (i.e. corporate, e-commerce, etc.). Will trade creative mind and valuable technical skill set for position with advancement possibilities & career guidance. (Sample Work <http://friendlyfumes.com>)

Qualifications

Web-Development/Designer with 25+ years experience with HTML, CSS, and Graphic Imaging. Proficiency with MySQL, JavaScript, and PHP. Professional with a strong background in management and customer care. Creative team leader, supervising a staff of 24 senior support specialists and dramatically improving service processes. Skilled in customer service, training and development, operations and staff management. Technically proficient in Adobe Dreamweaver CS5. Additional capabilities in:

- ◆ Hypertext Markup Language
- ◆ Cascading Style Sheets
- ◆ Adobe Photoshop CS5
- ◆ Adobe Flash Professional
- ◆ Adobe Illustrator CS5
- ◆ Adobe InDesign CS5
- ◆ Hypertext Preprocessor (PHP)
- ◆ JavaScript
- ◆ MySQL / phpMyAdmin

PROFESSIONAL EXPERIENCE

UNITED VISION LOGISTICS, Lafayette, Louisiana 2010 - Current
I.T. Support Analyst Level II
• Customer Service Technical Support Agent

U.S. WEBSITE CREATIONS, **Owner/Operator** 2006 - Current
CSSA Customer Service Sales Associate
• Returns / Customer Service Agent

DELL COMPUTER CORPORATION, Austin, Texas 1996 - 2006
Customer Service Department Manager, Dispatch Management Center (DMC)
• Supervise a staff of 24 Senior Level Technicians, overseeing training, employee relations, employee counseling and performance evaluations.
Reduced costs by over \$40 million within 6 months by decreasing technician dispatches by 50% as a key member of Dell's largest Business Process Improvement plan (BPI) to date.
• Increased first time fix calls by 10%, reducing the number of repeat service calls and calls requiring technician dispatch.

Customer Service Department Manager, TEO Technical Excellence Organization
• Managed 22 employees, ensuring excellent customer service and overseeing employee relations.
• Developed and implemented the first centralized Level II queue for consumer calls, improving call time and service levels.
• Increased efficiency, creating and implementing the first Level I and Level II chat queue for the Consumer Technical Support Space.
• Saved over \$2 million in software fees through spearheading a major initiative to meet Microsoft support requirements.

Level II Technical Specialist

- Provided coaching and mentoring for Level I Specialists, resolving escalated consumer calls.