



Nathan E. Pierce

508.667.7455 contact@NathanEPierce.com www.NathanEPierce.com 111 W Polk St Chicago, IL 60605

Profile

Web Designer and Front End Developer. Light Graphic Design. Attention to detail. Preference for a work environment that emphasizes quality over quantity, allows both collaborative and independent work, and encourages direct contact with clients.

Experience

WEB DESIGNER . CDK GLOBAL/ADP/COBALT . SEATTLE, WA – 6/2011-5/2015

Create and update websites for car dealerships in the United States, Canada, Mexico and Australia. Review, evaluate and fulfill client's requests, while keeping good design practices in mind. Create custom images—including logos and icons, edit photos, code pages, devise optimal layout structure, solve problems—usually in a creative, unorthodox way. Propose new processes and system programs/tools that would improve efficiency and organization, and therefore increase customer satisfaction. Educate co-workers, in both my department and other departments, regarding our system, practices and web design and development, in general. Volunteered to help other departments complete projects, as needed. Accepted personal requests to complete projects, including being the lead web designer for the Camelback Volkswagen website redesign, managing the Fletcher Group of dealerships Specials Program, joining the redesign and dealer groups teams and assisting the Owner Marketing team complete digital ads and landing pages for multiple dealers' marketing campaigns.

SALES ASSOCIATE . EXPRESS . SEATTLE, WA – 10/2010-6/2011

Performed regular, cross-selling and up-selling sales.

SPECIALIST, IPHONE TEAM, BUSINESS TEAM . APPLE . BURLINGTON, MA – 1/2010-4/2010

Educated customers on Apple products, software and services. Helped solve hardware and software issues.

PRODUCT MANAGER . ENDURANCE INTERNATIONAL GROUP . BURLINGTON, MA – 1/2008-1/2010

Managed product suite including our Domain Portfolio—with over 850k domains under management, Domain Privacy, Automated Domain Renewal Service and SSL Certificates. Managed relationships with multiple registrars, including Tucows, Network Solutions and eNom, and our SSL provider, VeriSign. Completed market research and competitive analyses. Created and managed promotions. Developed and oversaw the completion of multiple projects. Analyzed findings to determine trends and overall success rates of projects and promotions.

CUSTOMER SERVICE MANAGER . ENDURANCE INTERNATIONAL GROUP . BURLINGTON, MA – 10/2005-1/2008

Assisted 800+ Front Line Agents, 150+ Tier 2 Specialists, 75+ Supervisors with customer complaints, questions and issues. Supported 600k customers via phone and email on all

questions and concerns. Created training material and conducted training seminars. Directed the Business, Legal, Abuse and Domain divisions of Customer Service. Worked directly with our in-house lawyer, and subsequently government agencies and other lawyers, on all legal matters, including spam, credit card fraud, libelous web sites, phishing web sites, fraudulent web sites, other Terms of Service violations and subpoena requests.

Education

Wheaton College, Norton, MA – Bachelor of Arts (Music), Minor (Computer Science) – cum laude – 2005

Skills

Proficient with Adobe Creative Suite including Photoshop, Illustrator, Fireworks and Dreamweaver. Well versed in HTML5 and CSS3 and familiar with JavaScript and jQuery.

Awards & Qualifications

STAR AWARD . CDK GLOBAL/ADP/COBALT – 5/2013

LOGO DESIGN AWARD WINNER . CDK GLOBAL/ADP/COBALT – 7/2014

References

Available upon request.