

# Benjamin Franklin Force

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Secane, PA

Quality Assurance | Customer Service | Project Management | Employee Training  
Photoshop | Product Deployment | Content Management | HTML/CSS

## Deployment Coordinator

*THQ Wireless*

- Coordinated US and Canadian product deployment for over 40 projects
- Decreased product deployment costs through efficiency and promptness
- Managed relations with numerous partners such as Sprint, T-Mobile and Jamster
- Served as internal and external liaison to create a smooth flow of information
- Participated in design discussions to craft unique and intuitive user experiences
- Constructed and populated a WIKI to centralize critical department information

**San Diego, CA**

8/08 – 4/09

## Wireless Quality Assurance Engineer

*THQ Wireless*

- Tested mobile software with great effectiveness according to company standards of quality
- Reduced quality assurance costs by 30% through close collaboration with a 20 person team
- Trained team members on testing technique, methodology and standards
- Collaborated with team leaders in process refinement and test plan creation which assisted in achieving a 98% pass rate from certification agencies

**San Diego, CA**

10/07 – 8/08

## English Teacher

*Shanghai ESL*

*William's English School*

- Lead courses in English Instruction for classes of up to 60 students
- Developed lesson plans for students from a diverse group of ages, performance levels and cultural backgrounds
- Assessed students' lesson retention and identified areas for improvement
- Taught curriculum in reading, writing and phonetics through the use of games, acting and songs

**China**

2/06 – 9/06

9/06 – 4/07

## Production Intern

*Virgin Earth, Inc.*

- Built and maintained the office wireless network
- Tested equipment rentals for malfunctions to ensure successful shoots
- Production Assistant for Tokyo Disneyland 25<sup>th</sup> anniversary shoot
- Supported staff members of the largest American production studio in Japan in many aspects of video production and office management

**Tokyo, Japan**

1/05 – 5/05

## Supervisor

*Springfield Country Club*

*American Pool Management*

*The Bagel Factory*

- Provided expert customer service in food service and pool management
- Trained and supervised teams of up to six employees
- Identified service bottlenecks and improved existing practices and policies
- Processed customer transactions in a high pace environment
- Inventoried supply stock, received deliveries and attended to customers

**Delaware Valley**

*Summer '03, '04, & '05*

4/02 – 11/02

1997 - 2001

## Education

### **B.A. Film and Media Arts, cum laude**

*Temple University | School of Communications*

- Focused on animation with additional studies in math and writing
- Participated in Temple University Japan Study Abroad Program (2005)
- Hosted a weekly two-hour radio show on WRTI (2000-2001)

**Philadelphia, PA**

5/05