

# JULES MAAS

23419 SE 250<sup>th</sup> PI | Maple Valley, WA 98038 | 425.445.7845 | jules.maas@gmail.com

## profile

Talented professional with experience in customer service, project execution, web & print design and online investigation. Motivated worker with deep knowledge of technical tools and systems for a variety of applications. Attentive communicator with the ability to understand the needs of a specific audience and create targeted materials.

## skills summary

### MICROSOFT

- \* Office 2007
- \* InfoWeb
- \* SharePoint
- \* MovieMaker
- \* Live Workspaces

### WEB

- \* HTML/XHTML
- \* XML
- \* CSS
- \* SharePoint
- \* CMS systems

### ADOBE CS4

- \* Dreamweaver
- \* Illustrator
- \* Photoshop
- \* InDesign
- \* Flash

## education

*New Mexico State University – Las Cruces, NM*  
**Bachelor of Arts in Business Administration, 1997**

## professional experience

### WEB: GRAPHICS/CONTENT/SITE DESIGN & STRUCTURE

7 years

- \* Design the overall look, feel & architecture of a website and its graphical elements, write page copy, optimize images and employ SEO enhancements, structure improvements to increase external & internal traffic
- \* Manage website updates large & small on a daily/weekly/monthly basis: City of Newcastle (10,000 residents); eBay NACS Intranet (3,000+ ee's); Squids Hockey Club (30+); the Ziem Group (small business), etc.

### PRINT: NEWSLETTERS/SIGNAGE/COLLATERALS/ADVERTISEMENTS

7 years

- \* Create brochures, posters, programs, business cards, marketing materials and a wide variety of other collaterals specifically aligned with small business & corporate client objectives
- \* Produce clean, creative materials adhering to a client's branding and meeting their specific goals while presenting viewers with information that is easy to read, understand and act on

### BRANDING: APPLICATION/MANAGEMENT

7 years

- \* Expert interpretation of branding guidelines in the creation of materials for teams, departments, written & online mediums
- \* Apply consistent & stringent standards in the use of branding elements by employees & 3<sup>rd</sup> parties

CUSTOMER SERVICE: ECOMMERCE/LEGAL/QUALITY ASSURANCE 3+ years

- \* Respond to 500+ daily customer email contacts, provide information, expedite issue resolution
- \* Work with supervisors on accurate interpretation of policy, legal guidelines, & company procedures
- \* Maintain open lines of communication with internal & external clients
- \* Learn & apply internal investigation tools for policy, law and fraud violations
- \* Use critical thinking and training to conduct efficient, thorough investigations

PROJECT MANAGEMENT: REPORTS/BUDGET/COORDINATION 8 years

- \* Lead multiple teams, vendors, and volunteers in the execution of large-scale projects and report to management, sponsors and/or the public on results & ROI. Examples:
  - o Launch of the world-wide Microsoft System Center Marketing field Intranet portal;
  - o Redesign coordination of the Microsoft System Center external homepage;
  - o Monthly administration of recognition programs for 3000+ eBay employees;
  - o Production of new & annual public events for 10,000 residents

EVENT PLANNING: DEVELOPMENT/FUNDRAISING/MARKETING/PROBLEM SOLVING 7 years

- \* Produce 10-16 annual events related to marketing, conventions, meetings staff morale & public entertainment
- \* Monitor budgets, maintain detailed records of revenue & expenses; secure sponsorships >50% of total budget
- \* Negotiate contracts & manage deliverables with multiple vendors and performers

## employment history

*City of Newcastle – Newcastle, WA*

**Special Event Producer, March 2007 to December 2009**

*Microsoft System Center Marketing – Redmond, WA*

**Project Manager, January 2006 to December 2007**

*eBay, Inc. – Draper, UT*

**Communications Specialist / Intranet Editor, North America, 2003 to 2005**

**Recognition Specialist / Event Coordinator, North America, 2001 to 2004**

**Quality Specialist / Supervisor, Community Watch, 2000 to 2002**

**Customer Service Representative, Community Watch, U.S. & UK, 1999 to 2000**

## honors

*Newcastle Chamber of Commerce – Newcastle, WA*

**Diamond Award Nominee, 2008**

Category: Community Service

*Government Finance Officers Association of the United States & Canada – National*

**Distinguished Budget Presentation Award, 2009**

Cover & content design

## online references

**Linkedin Profile & Portfolio**

<http://www.linkedin.com/in/julesmaas>