

Paul Trudeau

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Industries Experience Summary

Marketing, Publishing, Manufacturing, Arts Industry, Financial Services, IT, Language Instruction

Skills Summary

Marketing, Advertising, Customer Service, Sales, Enterprise Software, Administrative, Project Management, Tech Support iOS iPhone, iPad, CRM, Enterprise Software, Tech Support Rep Intuit TurboTax, Quicken, MS Money, Apache Open Office, Mac, iCloud, iPhone, Microsoft Online Accounts Photoshop, Web Design, frontend, backend design, TEFL 150,

Educational Summary

Bachelors of the Arts in Psychology, Rutger's University 1992

Professional Goals

University Teaching, Teaching Adult Business conversational English

Professional Experience

Conversational English Teacher

Cambly

3/1/2019- present

Informal guided language instruction in a conversational online 1:1 format

Technical Support Adviser

Conduent

5/23/2018-6/1/2019

Customer facing technical support

Troubleshoot mobile technology, equipment and system problems while educating customers on support options and resolving technical issues. Work with confidential customer information. Provide product support.

Inside Sales

Hewlett Packard Home and Home Office

10/2017- 5/1/2018

Inside sales

Focus:Home, home office, small business, computers, printers and accessories inside sales

Technical Support Adviser

Transcom- work from home

5/2017- 10/2017

Customer facing technical support

Troubleshoot mobile technology, equipment and system problems while educating customers on support options and resolving technical the issues. Work with confidential customer information. Provide product support.

Business Owner

Julie McBride Photography, Inc.-Atlanta, GA

1/97-12/2007

Business Co-founder. COO

Operations Management, S Corporation

Marketing, Front end and Back end Web design

S Corporation accounting, Vendors relations, accounts receivable, accounts payable, project management

Wedding and event photography

Marketing Production Traffic Coordinator

Churchill Communications-Secaucus, NJ

2/96-7/96

Assisted Marketing Production Manager

Tracked clients' materials between Design, Management, Editorial, & Production departments

Used tracking and scheduling software Project budgeting

Pharmaceutical marketing, sales materials, pharmaceutical advertising

Freelance Marketing Production Manager

New York, NY

1 /96-2/96

Marketing Production Manager

Coordinated production of marketing materials

Worked with Copy, Graphic design vendors and printers directly

Pharmaceutical marketing, sales materials, advertisement, and product packaging

Marketing and Print Production Traffic Coordinator

Simon & Schuster-Paramus, NJ

11/94- 1/96

Assisted Marketing Production Manager

Coordinated project schedules for in-house, freelance, and art departments

Tracked projects between departments, mail-order house, and printers

Maintained computer database, reports for cost control and job tracking.

Business to business print publications for business safety

Customer Service Representative

Comprehensive Video-Northvale, NJ

2/94-10/94

Inbound Calls Customer Service Representative

Received inbound customer calls

Provided technical assistance and customer service for client accounts

Maintained data base providing product information to customers

Accounts receivable responsibilities, returns authorizations, etc.

Video cable manufacturing, IT cables, video switches, and video editing software

IT Sales Support

Sharp Electronics through Keyes Temporary Service-Mahwah, NJ

11/93-2/94

Sales Support and Administrative Support

Informed sales representatives of daily, weekly, and monthly sales performance numbers

Created system for tracking a Market Development Fund

Magazine advertising and market research

Managed expense accounts for sales force

Tracked and processed purchase orders and return authorizations

Laptops, color LCD screens, and laser printers

Education

Bachelors of the Arts

May, 1992

TEFL Certified Conversational English Instructor

Fort Lee High School, Fort Lee, NJ - Theatre, Band, Debate, Chorus, Track

1987

Rutger's University, New Brunswick, NJ - BA, Psychology

1992

TEFL 150 online hours

2018