Marcus A. Jones

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Experience Summary

15 years of customer service experience
5 years of management
3 years of responsive web and software engineering
6 years of branding in marketing

Objective

Establish a career path in management. Learn new skills to build successful teams, while working on cool forward-thinking projects that disrupt the market.

Work Examples   [Where the magic happens](#)

Accomplishments

- Assisted in hiring and placement of team members for projects

- Manage teams of developers and UX/UI designers for overseas businesses.

- Only student, at that point in time, to manage multiple development teams as a Team Leader.

- Training other Section Leads (Senior Product Managers)

- Managed a podcast for several years for a group consisting of 3 videographers and 4 interviewers. I would oversee all aspects of production, editing, setting up interviews, marketing, branding and promotion. Grew the podcast's online presence from scratch, resulting in over 400k subscribers on YouTube.

Technical Skills

Frontend: CSS, Redux, Hooks, Storybook, Javascript, React, Nextjs, Angular, React Native

Backend: Nexus, Prisma, Express, Postgres, Docker, Git CLI, Vercel, CASL(auth), GraphQL,

Additional: Agile Project Management, Roadmap Architect, Section Lead, Team Building, Team Lead, Jira, Terraform,

Work History

Feb. 2021 - Sep. 2022   **NOFOMOE, Remote**   *Creative Director*

Managed a team of 4 UX/UI designers located in Africa

    - Managed teams using Agile Methodologies

    - Met with stakeholders and communicate design vision and outcomes.

- Collaborating with cross-functional teams on projects and initiatives

Worked with writers and graphic designers to create marketing materials and educational content.

March 2020 - May 2021   **Bloom Institute of Technology, Remote**   *Section Lead*

Managed team leads using Agile methodologies for organizing meetings, sprint planning, daily stand-ups, and retrospectives.

Provide feedback to enhance collaboration and improve communication.

Mediate resolutions for internal team issues between students and team leads.

Assist in managing 200+ students across 20+ projects during the labs section.

Set up management tools such as Jira, trello and other DevOps tasks

- Verifying attendance for students and employees

- Managing team leads to ensure they all necessary tools for their teams

- Redistribute resources where needed for team leads and students

Provide recommendations on students who need to retake this section of the course.

Completed Payroll

- Verifying team leading hours

- Addressing time discrepancies

- Trained new section leads

- Trained Team Leads and Section Leads

- Lead welcome call meetings for new management

- Prepare teams for lab presentations

Jan. 2020 - March 2020   **Bloom Institute of Technology, Remote**   *Team Lead*

Organized daily meetings with teams and management for resource allocation.

Assisted students with questions or concerns while developing lab projects.

Managed multiple teams of 8-12 students consisting of UX/UI, Full Stack and Data Scientists.

Assisted team's research ideas, developed KPIs, outlining techstack scope, then prepared to build projects over a 2-month period.

Mediated resolutions for internal team conflicts.

Track performance of students by assessing the ability to work in a team environment.

Education

North Lake Community College- Grad Year- 2008 Irving, TX

Degree: Associate of Arts

Bloom Institute of Technology, Remote - Grad Year 2021 - Remote