

JOSEPH H. SCOTT II

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SKILLS & CORE COMPETENCIES

- Proficient in Microsoft Office Application: Word, Excel, SharePoint, & PowerPoint
- Familiar with DaVinci Resolve Studio & Adobe Creative Suite Applications
- Exceptional listening and analytical skills.
- Remarkable communication and leadership skills.
- Strong data analysis, interpretation, and problem-solving skills.
- Goal-oriented and motivated individual along with the ability to work independently.
- Excellent time management and organizational skills.

EDUCATION

Saint Peter's University Jersey City, NJ

2014

Master of Arts in Criminal Justice Administration GPA:3.5

Seton Hall University South Orange, NJ

Bachelor of Arts in Criminal Justice

2011

PROFESSIONAL EXPERIENCE

CONSUMER SUPPORT | BETMGM JERSEY CITY, NJ 2021-PRESENT

- Regularly contributed to ongoing product and process improvement through the regular submission of proposals for further development in each area.
- Researched and analyzed reported issues to identify trends, knowledge gaps and high-potential impacting issues.
- Provided accurate, friendly customer service in a timely fashion while working in a fast-paced and constantly changing environment.
- Handled VIP Contacts through multiple support channels (emails/chat/phone)
- Worked in coordination with other teams to achieve assigned objectives, as well as escalate system anomalies and individual issues faced by clients to relevant departments.

**QUALITY ASSURANCE | MICHAEL KORS CORPORATE EAST RUTHERFORD, NJ
2013 – 2020**

- Investigated and solved escalations and satisfied customers with concrete solutions to their problems.
- Monitored daily functions of the call center and ensured smooth operation of all activities, and resolved issues, if any.
- Work hand in hand with team leaders to improve the team's performance.
- Collaborates with call quality team members to identify and streamline processes and implement process
- standards that enhance service delivery and the customer experience.

INTERN | CONGRESSIONAL OFFICE SOUTH ORANGE, NJ 2012

- Assisted staff members with community outreach projects.
- Data assembly and entry into the office data system
- Assisted with mailing projects.
- Aided with the research and writing of constituent correspondence
- Helped with the Congressperson's Advisory Boards.

BANK TELLER | PNC BANK SOUTH ORANGE, NJ 2009-2012

- Delivered a unique customer experience aimed at improving customer financial well-being and creating loyalty while increasing share of wallet.
- Provided knowledge of the values and practices that align customer needs and satisfaction as primary considerations in all business decisions.

- Applies product and procedural knowledge to solve customer's problems.
- Executed customer transactions: check cashing, deposits, loan payments, withdrawals, etc.

SOCIAL MEDIA VIDEO EDITOR| CLEAN JUICE

Morristown, NJ

2022-
Present

- Produced and edited engaging video content for Clean Juice, including both short-form and long-form videos.
- Captured footage of Clean Juice products, store ambiance, and customer interactions to highlight the brand's unique features and value proposition.
- Collaborated with the Clean Juice marketing team to ensure that all video content aligned with the brand's messaging and creative vision.
- Created a commercial for Clean Juice that effectively communicated the brand's mission and product offerings to potential customers.
- Edits consisted of rotoscoping/masking, motion graphics, subtitling, color grading and sound design

VIDEOGRAPHER/EDITOR | BUFFALO'S Wood-Ridge, NJ, 2021-2022

- Film, edit, and enhance brand essence through creative and engaging videos.
- Consulted in creative content social media collaboration twice a month.
- Edits consisted of rotoscoping/masking, motion graphics, color grading and sound design

VIDEOGRAPHER/EDITOR| TRUEMEDIA(TRUENLIVIN) Parsippany, NJ, 2020-2022

- Utilized professional-grade video equipment, such as cameras, microphones, and lighting, to capture high-quality footage and audio.
- Conducted post-production activities such as video editing, color correction, audio mixing, and special effects to create a polished final product.
- Supplied 5 captivating and engaging videos per month.
- Delivered completed video projects on time and within budget constraints.
- Edits consisted of rotoscoping/masking, motion graphics, subtitling, color grading and sound design

