

ERIC J. GIUFFRIDA

🏠 Jackson, NJ

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👛 [portfolio](#)

SUMMARY

Creative problem-solver with a background in video post-production.

Adept in resolving complex issues for clients.

EDUCATION

GOOGLE: Coursera UX Design Certificate (Jan 2022)

TEMPLE UNIVERSITY:
B.A. Film & Media Arts (Jan 2012)

SKILLS

Video Editing, Writing, UX Design, Content Design, Digital Illustration

Problem-Solving, Leadership, Customer Service, Collaboration, Communication, Multitasking, Organization

Adobe Premiere Pro, After Effects, Character Animator, Illustrator, Photoshop (basic proficiency), AVID Media Composer, Final Cut Pro, Figma

EXPERIENCE

EXPEDIENT STAFFING SOLUTIONS

Feb 2022 - Pres.

UX/UI Designer, Video Editor

- › Modernizes processes by designing platform centralizing comms, training & evals, creating feedback loop between NYC311 call agents & trainers.
- › Conducts research & analyzes usability study data to inform designs.
- › Produces, writes, & edits training video content for NYC311 call agents.

SHI INTERNATIONAL

Nov 2016 - Jan 2022

Lead Inside Account Manager (2019 - 2022)

- › Trained & supervised account managers while performing below role.

Verizon Special Projects Manager (2017 - 2022)

- › Spearheaded multi-million dollar computer hardware BOM deployments. Scaled bulk order output by 400% from 2018 to 2019. Ensured unique project requirements were met between vendors and internal departments, while providing project guidance to clients.
- › Added to SHI's value prop by partnering w/ engineering to develop, test, & deploy automation tool ensuring Verizon WFH capability through pandemic.

Inside Account Manager (2016 - 2019)

- › Anticipated needs and drove cross-functional coordination between vendors, clients, and internal departments to provide IT solutions to Verizon & Sprint.

NFL FILMS

Feb 2012 - Nov 2015

Production Assistant (Intern › Freelance › Seasonal)

- › Produced and edited video content for NFL.com/NFL Network programming.
- › Optimized efficiency by deploying database indexing shared research.
- › Lead assistant to 12+ Producers in various aspects of film production. Delegated project responsibilities to PAs & interns.