

Ben Booker

Direct-to-Consumer Ecommerce Specialist

CAREER OBJECTIVE

Seeking Product Owner opportunity to apply my expertise in user story writing, backlog grooming, and sprint planning to develop solutions to ensure customer satisfaction.

EXPERIENCE

RADIO SYSTEMS CORPORATION, KNOXVILLE, TENNESSEE

D2C Ecommerce Specialist, 2016 - Present

- Execute the launch and commercialization of products and campaigns across branded retail and direct-to-consumer touchpoints
- Participation in agile ceremonies to adhere to project timelines

IT Systems Analyst, 2015 - 2016

- Resolve technical issues and manage user accounts, mailboxes, and equipment

Systems Support Specialist, 2010 - 2015

- Customer service role; promoted within two years due to excellent performance
- Owner of internal knowledge base of product information, technical support articles, and documentation for products and processes

RADIOSHACK, FORT WAYNE, INDIANA

Sales Associate, 2004 - 2009

- Retail sales and servicing of consumer electronic products

EDUCATION

PELLISSIPPI STATE COMMUNITY COLLEGE, KNOXVILLE, TENNESSEE

- Certificate, Mobile Web Design, 2017

IVY TECH COMMUNITY COLLEGE, FORT WAYNE, INDIANA

- Associate Degree, Computer Information Systems, 2008

ANTHIS CAREER CENTER, FORT WAYNE, INDIANA

- Certificate, Cisco Computer Networking, 2004
- Certificate, CompTIA A+ Computer Repair, 2003

SKILLS

Agile experience in sprint planning, drafting user stories with acceptance criteria, and backlog prioritization to satisfy business stakeholder requirements.