Dorian Jemison

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Professional Summary

Operations and customer support manager with 10+ years of experience in retail telecommunications management, team leadership, technical troubleshooting, and workflow improvement. Skilled at resolving complex customer escalations, administering databases, and driving measurable improvements in customer satisfaction and retention.

Skills

Customer Support & Operations: Customer Support & Escalation Resolution, Technical Support & Troubleshooting, Operations & Workflow Coordination, Team Leadership, Employee Training & Onboarding, Hiring Support, Inventory Control & Scheduling, Process Improvement, Sales Goals & Performance Management, Net Promoter Score Improvement

Technical: Artificial Intelligence Tools, Computer Networking Fundamentals, Database Administration, Mobile Device Support, Microsoft Office

Experience

Manager July 2015 – October 2025

Metro by T-Mobile *Columbus, GA*

- Oversaw daily store operations, including team schedules, inventory control, and technical support systems.
- Led hiring and training of employees to support team readiness, consistent service delivery, and day-to-day performance.
- Managed sales goals and directed team efforts to meet business performance targets.
- Drove a 15% increase in customer satisfaction through operational improvements and customer-focused support practices.
- Provided technical support for customer mobile devices and computer systems across a high-volume retail environment.
- Administered computer databases and maintained high-volume telecommunications systems to support customer communications and workflow.
- Resolved complex customer escalations using active listening and technical troubleshooting across retail channels.
- Retained 90% of at-risk clients while improving customer experience and Net Promoter Scores.

Projects

AI-Powered Email Triage App
https://ai.studio/apps/903b82d8-b412-43a1-a5f1-03cd64fc8a4c

- First-time personal build using Google AI Studio; currently in progress. Created a read-only email triage application that separates important emails from low-priority ones, applying AI to reduce inbox noise and surface critical communications. Built through the Handshake app.

ChatGPT Email Inbox Assistant
https://chatgpt.com/s/t_6af8adf41cbc8191abf201bb9ce9ad9b

- First-time personal build using ChatGPT; currently in progress. Created an email inbox assistant to help manage and prioritize incoming messages, applying AI tools to streamline communications. Built through the Handshake app.

Education

Full Sail University

Information Technology (Studies in Progress). *Enrolled January 2024; planning to resume*

Relevant Coursework: Systems Infrastructure, Network Administration