Jose Fernando Clemente

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Objective

I am looking to expand the skillset I have gained through formal education and over 12 years of experience to create a positive and efficient work environment for my peers and customers.

Education

- **B.S. MARKETING | 2023-2027 | WESTERN GOVERNORS UNIVERSITY**
  - Phi Thetta Kappa Honor Society
  - American Marketers Association WGU Collegiate Chapter

Experience

ADVANCED SERVICE PROFESSIONAL - ACOE | COMCAST | FEB. 2020 – MAY 2021, APR. 2022 - CURRENT

- Developed educational PowerPoint slide decks on common accessibility products to raise awareness across the organization; leveraged by ACOE leadership to train teams' company-wide on accessibility best practices.
- Built proficiency in chat support tools such as Enterprise Case Management (ECM) and Sprinklr to support customers and colleagues as an Accessibility Subject Matter Expert.
- Implemented a process to improve ACOE call-back requests, using skills in Excel, Power Automate, and Microsoft Lists. The new process resulted in previously untracked data being available, such as call success rates, agent completion percentages, and call resolutions.

ADVANCED CARE PROFESSIONAL – OTK | COMCAST | MAY. 2021 – APR. 2022

- Supported ECR and ULearn teams as a peer assisting the learner (PAL), training over 4 ECR new hire classes with 8-15 learners per class.
- Utilize verbal and written communication when working with multiple parties, both internal and external, in support of regulatory and non-regulatory escalations.
- Utilize tools such as Columbo and Sprinklr to work with customers and submit escalations based on the need and priority level for the best resolution.

HORIZONTAL CONSTRUCTION ENGINEER | U.S. ARMY RESERVE | DEC. 2010 – DEC. 2022

- Oversaw the acquisition, transportation, and dispersion of potable water and other sanitation resources to austere environments as the Field Sanitation Noncommissioned Officer in Charge (NCOIC), as well as working closely with brigade leadership, presenting risk assessments and health recommendations.
- Oversaw the Army's Body Composition Program, collaborating with leadership and health experts to develop company-level processes and policies that ensured soldiers maintained body composition standards in accordance with AR 600-9.

Projects

XFINITY PROCESS AND TOOLS COMMITTEE | 2022-2023

- Collaborated within an operational team to develop guidelines and procedures for The Office of Tom Karinshak (OTK), presented these guidelines and procedures to department leadership for approval, and then educated team members within OTK.

XFINITY LOVE | 2023-2024

- Worked in a cross-functional team, developing employee and customer recognition programs. Use tools such as Sprinklr, Smartsheet, and Medallia to analyze raw data from customer and employee feedback, turning that data into compelling stories for stakeholders and providing recognition to employees and gifts or handwritten cards to customers.

XFINITY PEER ASSISTING THE LEARNER (PAL) | 2022-2024

- Act as a subject matter expert supporting training classes with 8-15 learners. Collaborate with leaders and learning coaches to develop training material, schedule meetings, and train learners in various skills and tasks related to their roles, using tools such as PowerPoint and Teams to present information in an engaging format. Support learning coaches by tracking learner progress through Excel worksheets,

Skills & Abilities

- Microsoft Office
- Professional writing and verbal communication
- Problem Solving
- Project Management

Achievements

- QC2 Success Mentorship Program - 2024
- XGIE Center Star – 2022, 2024
- Warrior Leadership Course (WLC) - 2015

References

PROFESSIONAL

- Eric Klinesmith
  -Phone #: (208) 699-4954
  -Position: Squad leader, U.S. Army

PERSONAL

- Virginia Casner
  -Phone #: (520) 370 6020
  -Position: CX Ambassador, Comcast

- Ciera Hickman
  -Phone #: (520) 870-8535
  -Position: Specialist 2, Privacy Center of Excellence, Comcast