



Irma James

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Adaptable and quick to pick up new skills. Thrives in a collaborative environment and is able to seamlessly fit in with a team. Accustomed to multitasking in a fast-paced environment, wherein a high level of detail is required, and time management is a must.

WORK EXPERIENCE

Technician, Free Play, Inc.

09/2022 - Present

- » Preventative maintenance and repair of all arcade games and pinball machines. This includes cleaning, rewiring, replacing hardware components/assemblies, or other tasks to ensure an original gaming experience.
- » Utilizes online archives, manuals, and databases for troubleshooting and repair needs.
- » Procurement and coordination of receiving parts, games and/or supplies as needed.
- » Oversee community events to ensure games perform at optimal level for the duration.
- » Building maintenance as required.

Office Administrator, Cedar Hill Home & Design

03/2022 – 09/2022

- » Maintain a well-organized and presentable office and showroom for walk-in clients
- » Greet guests and escort to appointments as needed
- » Utilize multi-line phone system B2B relations and correspondence
- » Procurement and management of all orders needed by designers
- » Coordinate deliveries of products to warehouse and/or work sites
- » Organizes and updates QuickBooks data for analysis
- » Receives payments via QuickBooks
- » Maintain and organize office warehouse

Quality Assurance Specialist, Mouser Electronics, Inc.

08/18/2008 - 09/01/2017

- » Managed communications across 22 global branch offices
- » Moved the process of daily account interactions to an efficient paperless system saving weeks between correspondence by training staff on new software
- » Ensured company was included on customers' Approved Vendor Lists (AVL), contributing to the billion-dollar annual revenue
- » Engaged with multi-million dollar corporate accounts to maintain AVL status by working within the necessary processes, constraints, and requirements for each customer
- » Coordinated and managed the reviewing, editing, dissemination, and archiving of thousands of confidential legal documents for customer accounts
- » Researched and responded to requests for information to retain customers, as required by their quality system, for most corporate accounts
- » Coordinated interdepartmental communication to complete the customer invoicing process
- » Established streamlined documentation review processes, as a company standard, ensuring time and resources were optimized
- » Centralized quality communications through a single inbox system to track and resolve issues quickly, saving resources, and decreasing response time turnaround
- » Documented process improvements/preventative actions and maintained policies/procedures ensuring adherence to the Quality Management System requirements

WORK EXPERIENCE (cont.):

Product Research. Mouser Electronics, Inc.

07/09/2007 - 08/15/2008

- » Maintained database for over a million products on the company website
- » Compared technical data sheets to saved specifications in the company database for discrepancies
- » Adhered to company style guides to ensure accurate, uniform information was published on company website
- » Assisted the New Product Introduction Team in rapidly showcasing products on Mouser's website
- » Researched analytics from user searches to produce reports for potential products and new vendors/suppliers
- » Ensured accurate and complete product information availability for products featured in press releases and newsletters

Audio Intern, Dallas Theater Center

08/01/2006 - 05/01/2007

- » Assisted with the load-in and strike of theater sound systems
- » Ran cable, hung speakers, mounted closed-circuit cameras, and video monitors
- » Managed wireless mics for performers and conducted any troubleshooting required during a performance

Theatre Assistant / Sound Department Head, Texas Wesleyan University

01/01/2005 - 05/01/2006

- » Set up, run, and strike of each production
- » Maintained inventory and performed gear maintenance
- » Coordinated show audio, including audio editing and sound design
- » Trained / Mentored new designers on equipment and software needed to produce future independent designs

Assistant Manager, Sam Goody - Musicland, Inc.

11/01/2002 - 01/01/2005

- » Reported daily goals and improved processes in North Texas' highest volume entertainment retail store
- » Worked toward sales goals and helped increase revenue
- » Trained employees as Sales Associates and maintained performance assessments
- » Conducted seasonal employee interviews, orientation, and onboard training
- » Performed on-going maintenance training for all associates on a monthly basis and collaborated with district management to create best training practices

OTHER EXPERIENCE

Freelance Web Design & Social Media Management, ikr designs.

01/2016 - Present

- » Website set-up and development
- » Website analysis and redesign of established websites
- » Social media account set-up as needed
- » Maintenance as requested by client
- » Graphic design for website and social media use

EDUCATION:

Texas Wesleyan University, *BFA in Technical Theatre* 2006

Kent State University, *MS in User Experience Design* 2019

References available upon request

