

# Brock Huffman

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## Technology Summary

<b>Degrees:</b>	A.A.S in Multimedia/Computer Aided Design – Multimedia Emphasis
<b>Certifications:</b>	CIW (Certified Internet Web) Professional, CompTIA A+ Certified Professional
<b>Systems:</b>	Windows 9X/NT/2000/XP/Vista/Windows 7
<b>Databases:</b>	Access, PhPMYAdmin (MySQL)
<b>Languages:</b>	HTML5, CSS, Javascript, Coldfusion Markup Language (CFML), jQuery, PHP
<b>Software:</b>	Adobe CS5 Suite (Dreamweaver, Photoshop, Flash, Illustrator) Microsoft Office 2010, Respondus, Audacity, Adobe Acrobat Pro
<b>CMS:</b>	Wordpress, Adobe Contribute
<b>LMS:</b>	Desire2Learn, Angel

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## Education

### University of Central Oklahoma (UCO) – Edmond, OK - 2006–Present

- Pursuing a B.F.A. in Graphic Design
- 88 cumulative credit hours thus far
- GPA: 3.64

### Tech Skills – Oklahoma City, OK – 2004-2005

- Achieved certification as a Comptia A+ Certified Professional
- Achieved certification as a CIW (Certified Internet Web) Professional

### Moore Norman Vo-Tech – Moore, OK – Spring, 2003

- Certificate of Mastery in Website Foundations

### Oklahoma City Community College – Oklahoma City, OK – 2000-2002

- Obtained A.A.S. degree in Multimedia/Computer Aided Design – Multimedia Emphasis
  - Named to the Vice President's Honor Roll
  - 3.5 GPA
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## Work Experience

### University of Oklahoma College of Nursing – Oklahoma City, OK – 2007-Present

#### Web Programmer

- Responsible for design and maintenance of all college related websites including:
  - <http://nursing.ouhsc.edu>
  - [www.nip-it.org](http://www.nip-it.org)
  - <http://nursing.ouhsc.edu/centennial/>
  - <http://intranet.nursing.ouhsc.edu/> (College's intranet. Password protected site.)
- Provide design support for various college related projects and functions. (lobby screens, brochures, flyers, etc...)
- Design and provide support for various web-based database applications.

- Provide technical support for faculty in the Desire2Learn LMS and various desktop applications including Word, Excel, and Respondus.
- Provide training to new and tenured faculty on using the Desire2Learn LMS.
- Take photos during various college related conferences and functions for posting to websites
- Provide backup support for iStan Human Patient Simulator
- Served as President, Vice President, and Treasurer in college's Staff Council.

#### **Brock Huffman Web Design 2006-Present**

##### **Freelance Web Design**

- Website with portfolio can be viewed at <http://www.brockhuffman.com>
- Website created for Main St. Veterinary Hospital was featured in Second Chance's Pet Rescue newsletter

#### **Office Max Commercial Sales Center – Norman, OK – 2004-2007**

##### **National Account E-Commerce Support Specialist**

- Set up web accounts for sales rep's clients
- Trained new sales reps on using and selling the benefits of the Office Max website to current and potential commercial clients
- Supported sales reps and customers regarding problems and questions regarding website
- Promoted and carried out the idea of presenting an "Internet Tip of the Month" to the sales force during center's monthly floor meetings to help in continuing education efforts of our sales force
- Recognized with two "Whale Done" awards for receiving praise from customers regarding job performance

##### **Commercial Account Manager**

- Outbound sales position that required contacting leads given by the company. Once lead had been contacted I was responsible for informing them of our company and build rapport with the customer so that we may assist their business with the procurement of office supplies. Once business was brought on, I was responsible for providing monthly or as needed follow-ups to ensure that customer were being well provided for.
- Other responsibilities included taking customer orders, finding items for customers, up-selling at given opportunities, and finding ways to grow our business with customer in other areas.
- Was recognized with Gold Awards in two consecutive months for achieving above 90% gross profit margins of my required goal, and making required number of sales calls per day.

#### **Convergys Inc. – Moore, OK – 1999-2004**

##### **Coaching Consultant**

- Training position that required great communication skills to provide trainees with the information they needed to succeed in a constantly changing work environment. Also was responsible for monitoring calls taken by trainees for quality assurance and handling these calls when customers asked to speak to a supervisor.
- Administered testing on trainees
- Misc. tasks for lead trainers and supervisors

**Data Entry Consultant**

- Made outbound calls for customer information verification and correction
- Misc. data entry tasks for customer service related

**Senior Level Entertainment Consultant**

- Handled inbound customer service calls for Directv customers. Assisted customers with billing, services, and technical issues. Position required a great deal of problem solving and communication skills to assist upset customers and solve technical issues as well as making sound decisions on behalf of the company to ensure customer satisfaction.
- Was named in Top 100 Entertainment Consultants for stat performance out of over 600 reps for four months in a row.
- Maintained 100% call quality scores for over 1 year