

JONATHAN FRANCIS BURGOS

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31 McAlister Dr. #4541
New Orleans, LA 70118

EDUCATION

B.A. in English, Philosophy and Political Science, Tulane University
Cumulative G.P.A. 3.49 / Major Studies G.P.A. 3.91

New Orleans, LA
May 2007

SELECTED EXPERIENCE

Partner, Screenwriter, Associate Producer and Treasurer

Space Elf Productions LLC

Tulsa, OK
July 2005–present

- Founded Space Elf Productions to serve as a local venue for amateur musicians, screenwriters, directors, etc.
- Served as treasurer, creating and managing the budget for the small company.
- Wrote screenplays for both *Please Don't Feed the Zombies* and *Dead Reflex*.
- Counseled executive producer in creating agenda for production crew meetings.
- Collaborated with Music, Props, and Location departments to find and secure actors, musicians, props, equipment, and location releases.
- Represented Underwater Monster Productions in the greater Tulsa community on local television, over the phone, via letters, and in person.

President & Web Developer

JoVo Nexus

Tulsa, OK
October 2002–present

- Founded JoVo Nexus to serve as an outlet for amateur artists to publish their work online.
- Developed interactive website using PHP, MySQL, and XHTML coding languages.
- Hired volunteer staff to administer the JoNe website and community forums.
- Managed DJs and organized the casting schedule for the JoVo Nexus Internet radio station.

On-Site Service Technician

Tulane University

New Orleans, LA
September 2006–May 2007

- Expediently resolved software problems for users who brought in their laptops for service.
- Went on-site to callers' dormitories and offices to deal with customer complaints and problems with Tulane University software and network issues.
- Commended for exceptional customer service while supporting user hardware.

Technical Support Specialist

Alorica

Tulsa, OK
January 2006–March 2006

- Diligently resolved callers' technical support problems, either by helping them through troubleshooting steps over the phone or by expediting service on their hardware
- Dealt tactfully with irate callers by helping them to focus on the technical support problem.
- Continually received scores of 90% and above on call auditing sessions for excellent customer service and attentiveness to the client's needs.

Administrative Assistant and Program Manager

Kelly Services

Tulsa, OK
September 2005–March 2006

- Absorbed valuable clerical skills, using and updating diverse database management programs, and operating interoffice telecommunications systems.
- Managed hotel and restaurant staff to ensure that arrangements met and exceeded clients' expectations.
- Prepared PowerPoint presentations and introduced speakers in front of large audiences.

Site Supervisor

American Commercial Security Services

New Orleans, LA
May 2004–August 2005

- Promoted to site supervisor to work with team of 15 security officers at St. Charles Plaza.

- Informed client and ACSS daily of all security issues and incidents in person and by means of daily activity and incident reports.
- Managed payroll and performed staff evaluations.
- Collaborated with Field Supervisor and Project Manager to resolve client-company disputes.

SKILLS

Web Developer for MOSAIC, JoVo Nexus, Space Elf Productions, Tulane Democrats, Pier Glass Magazine, and the C.R.A.S.H. role-playing game.
 Proficient in Microsoft Office, Adobe Creative Suite, HTML, and XHTML.
 Fluent in three languages: English, Spanish, and French

LEADERSHIP AND HONORS

Chaplain of Alpha Kappa Psi, Professional Business Fraternity	inducted 2006
Sigma Tau Delta, International English Honor Society	inducted 2006
Editor of Tulane Literary Society	2001 and 2007
National Dean's List	inducted 2005
Vice President of MOSAIC, GLBT Alliance	2002–2003
Phi Eta Sigma National Honor Society	inducted 2002
Tulane University Dean's List	2001, 2004–2007