

EDUCATION

Mary Holmes College

1991-1994
AAS Business Science, 3.4 GPA

Mississippi University

1995-1999
Marketing, GPA 3.1
Graphic Design, GPA 3.3

CERTIFICATIONS

Google UX Design Coursework

5 of 7 courses completed — Coursera, 2026

Technical Support Fundamentals

Google — Coursera, Dec 2025

Google AI Essentials

Specialization — Coursera, Dec 2025

Google Prompting Essentials

Specialization — Coursera, Dec 2025

DESIGN & CREATIVE

Figma (Wireframes, Prototyping, High-Fidelity UI)

Adobe Creative Cloud

User Research & Usability Testing

Design Systems & Visual Design

TECHNICAL SYSTEMS

CRM: Salesforce, Oracle

Windows, Linux, macOS

Network & Hardware Troubleshooting

Technical Documentation

AI & AUTOMATION

ChatGPT, Claude, Gemini

Prompt Engineering

n8n Workflow Automation

Software Builds: Mockup Magic,

Crusoe Rip Pro, SeamCut Pro

Alfonzo Anthony

UX Designer | Technical Support Specialist

uxportfolio.alfonzoanthony.com

SUMMARY

Technical support specialist and former graphic designer with 20+ years of experience diagnosing complex systems and mentoring teams. Now building AI automation engines and software tools, applying formal UX design training (Google UX Design coursework) to create user-centered products. Combines deep troubleshooting instincts, a design background, and a growing practice in AI-driven automation.

EXPERIENCE

AI Automation & Software Builder

Independent | 2025 – Present

- Building automated workflow engines using n8n, connecting AI models (Gemini, Claude, GPT) to streamline content, media, and business processes.
- Designing and developing standalone software tools, including Mockup Magic, Crusoe Rip Pro, and SeamCut Pro, covering both UI/UX design and front-end implementation.
- Applying a background in graphic design and technical troubleshooting to build practical, user-facing tools rather than purely internal scripts.

Senior Technical Support & Peer Mentor

AT&T | 2021 – Present

- Accelerated new hire productivity by mentoring transitioning representatives, reducing ramp-up time through hands-on coaching in diagnostics, call flow optimization, and de-escalation strategies.
- Increased resolution efficiency by handling Tier 2 escalations involving mobile OS issues, network failures, and billing system errors that frontline agents could not resolve.
- Improved departmental troubleshooting speed by identifying gaps in internal documentation and driving updates to knowledge base resources.
- Strengthened remote team performance by maintaining high collaboration standards across distributed teams using digital communication tools.

Technical Support Specialist

AT&T | 2015 – 2021

- Consistently improved customer satisfaction and retention by achieving top-tier First Call Resolution (FCR) metrics.
- Reduced issue resolution time by seamlessly navigating both legacy and modern CRM platforms to diagnose complex account and device problems.
- Supported successful onboarding of new hires by acting as a real-time resource during training “nesting” phases, minimizing early-stage errors.

Lead Technical Mentor

DTV | 2009 – 2014

- Increased new hire performance and retention by leading training programs focused on satellite systems and receiver software.
- Simplified complex technical concepts (satellite alignment, elevation, azimuth) into clear, actionable instructions for both staff and customers.
- Improved team accuracy and efficiency by analyzing performance metrics and delivering targeted coaching.

Service Tech, Cross Computer Repair

Cross Computer Repair | 2005 – 2008

- Restored business continuity for clients by diagnosing and repairing critical hardware failures (motherboards, power supplies, storage systems).

Tech Support

Gateway Computers | 2001 – 2005

- Resolved complex technical issues across a high-volume support queue.
- Became a key resource for legacy hardware support.
- Achieved the highest sales close rate on the team at 46%.

Lead Designer & Creative Operations Consultant

Freelance | 2000 – Present

- Early adopter of AI tools for rapid prototyping and prompt engineering.
- Translated vague client requirements into concrete technical and design deliverables.