

## PAGE HALL

1222 Owsley Ave  
Columbus, GA 31906

<http://pagehallphoto.com>  
page@pagehallphoto.com  
706-366-4250

## PROFILE

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Highly motivated professional with a CSPO certification seeking to use my design background to work towards more intuitive and meaningful customer experiences.

## EDUCATION

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### University of Georgia

Bachelor of Fine Arts with a Concentration in Photography

Athens, GA

2010 - 2011

### Savannah College of Art and Design

Core Curriculum

Savannah, GA

2007 - 2009

## RECENT WORK EXPERIENCE

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### Digital Product Analyst

May 2022 - Present

- Analyzes upcoming releases and enhancements and writes user stories to support the product manager and scrum team in release execution
- Prepares materials and collaborates closely with partner teams to ensure release preparedness across the bank
- Researches and responds to customer feedback and complaints to ensure the team is appropriately prioritizing improvements within the product backlog
- Collaborates with vendors and project teams on release planning and execution

### IT Project Coordinator

April 2021 - May 2022

- Supports project managers with budget reconciliation, invoice submission, SOW submission, PO management, etc.
- Maintains project artifacts such as budget trackers, runbooks, RAID logs, etc. across multiple projects
- Leads discussion related to project artifacts and specialized topics in support of project managers and provides additional support to project managers as needed

### Customer Care Specialty Supervisor

May 2019 - April 2021

- Manages improvements, UAT, and issue escalation across agent-facing applications, most notably telephony systems and Salesforce
- Supports implementation of corporate projects that impact Customer Care with a focus on customer facing digital channels
- Leads and supports implementation of internal initiatives and projects that impact application, policy, and procedure
- Previously led team responsible for maintenance of customer accounts with a focus on efficiency and process improvement

## OTHER EXPERIENCE

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- Customer Care Analyst, Synovus August 2016 - May 2019
- Customer Care Team Lead, Synovus January 2014 - August 2016
- Photographer, Self Employed January 2014 - Present
- Photographer, Once Like a Spark Photography May 2013 - November 2022
- Customer Care Specialist, Synovus November 2012 - December 2013
- Customer Service Representative, Uberprints.com April 2012 - November 2012
- Teller, AFB&T a division of Synovus June 2011 - April 2012

Other experience, references, or curriculum vitae are available upon request.