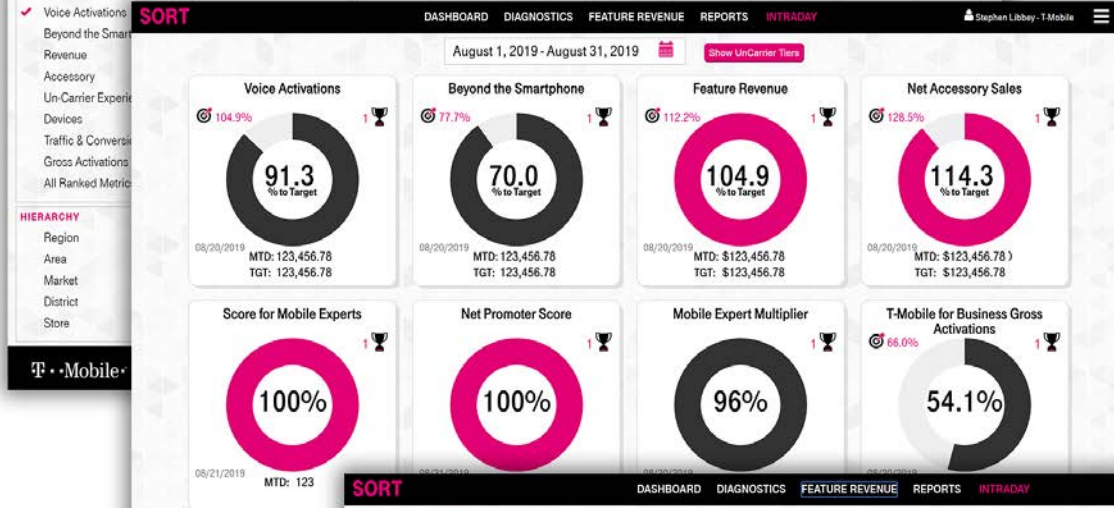




portfolio
STEVE LIBBEY
STEVELIBBEY@GMAIL.COM
WWW.STEVELIBBEY.COM
425.954.3615

Diagnosics | Search Date: 08/01/2019 - 08/31/2019

Hierarchy	Voice Acts	Voice Target	Voice % to Target	Consumer Gross Postpaid Voice Acts	Consumer Gross Postpaid Voice Target	120 Day Consumer Postpaid Voice Deacts	Prepaid Voice Acts	Prepaid Voice Target
Northeast Markets	143,168.0	238,531.4	89.5%	97,331.0	156,355.0	11,007.0	52,013.0	79,861.0
Brooklyn/Queens/Long Island	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6
Carolinas	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6
DC/Virginia	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6
Greater Philadelphia	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6
Manhattan/Bronx	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6
Maryland/Delaware/Central PA	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6
New England	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6
New Jersey/Upstate NY	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6	12,345.6



Feature Revenue | August 1, 2019 - August 31, 2019

Product	Magenta Voice	Magenta Plus Voice	Essential Voice	Financed Superphone Handset at Activation	Financed Smartpick Handset at Activation	Financed Superphone Handset at Upgrade	Financed Smartpick Handset at Upgrade	Extra Credit
Feature	Plus Up, Mobile Hotspot	Plus Up, Mobile Hotspot	Mobile Hotspot	P360	P360	P360	P360	All Family Mode All BYOD P360 SITT @ Activation TFB Help Desk
Feature MRC	\$00.00	\$00.00	\$00.00	\$00.00	\$00.00	\$00.00	\$00.00	
Feature Attach Goal	00%	00%	00%	00%	00%	00%	00%	
Actual Feature Attach	00.0%	00.0%	00.0%	00.0%	00.0%	00.0%	00.0%	
Feature Revenue Goal per Sale	\$00.00	\$00.00	\$00.00	\$00.00	\$00.00	\$00.00	\$00.00	
Actual Feature Revenue per Sale	\$00.00	\$00.00	\$00.00	\$00.00	\$00.00	\$00.00	\$00.00	
Total Product Sales	123,456	123,456	123,456	123,456	123,456	123,456	123,456	
Total Feature Revenue Target	\$123,456	\$123,456	\$123,456	\$123,456	\$123,456	\$123,456	\$123,456	
Total Features Added	123,456	123,456	123,456	123,456	123,456	123,456	123,456	123,456
Total Feature Revenue Actual	\$123,456	\$123,456	\$123,456	\$123,456	\$123,456	\$123,456	\$123,456	\$123,456
% to Feature Revenue Target	\$00.00	\$00.00	\$00.00	\$00.00	\$00.00	\$00.00	\$00.00	\$00.00

Total Feature Revenue Actual: \$1,234,567 | **Total Feature Revenue Target: \$1,234,567** | **% to Feature Revenue Target: 100%** | **Date Thru: 01/01/2020**

T-MOBILE

INTERNAL SALES APPLICATION

DESIGN + IMPLEMENTATION

2016-2020

I was brought onboard by T-Mobile in 2016 as a Senior UX Software Engineer to work on their internal sales applications, used by thousands of management and executive level users for business intelligence. I determined with leadership the user needs on all levels of access, designing a UI that made the app serve both current and predicted forms of data. Then my team and I implemented an MVC UI using Angular. I conceptualized a scalable platform to be reused every time a new internal app was needed.

Our team was the first to adopt Agile Scrum methodology, which became the template for the entire department. I assisted data analysts in maintaining and upgrading the application until we sunsetted it in 2020.

(Screenshots used with permission)

T-Mobile TSCORE METRICS REPORTS ANALYTICS BONUSES METRICS BOOK PULSE!

T-Score > PULSE! > PERFORMANCE COACHING

METRIC EXPLORER

105% BONUS RATE REACHED

RANK 127 **BONUS \$306**

9.41 (RANGE 1-10) **iOCR 21.1** (RANGE <21%)

2.0 **\$24.11** (RANGE \$10)

116% (RANGE 2-4) **CRT 375** (RANGE 1-10)

iOCR CALCULATED 21.13% (21.1320755%)

CALLBACKS 56 **CALLS 265**

WHAT DOES IT MEAN?
 Handling all of a customer's concerns on a single call reduces calls to Care.
 Identifying call reasons which may be disproportionately driving callbacks improves customer satisfaction.

Definition
 Any segment of a call to Care which was handled by a CSR and has the same MSISDN as a call from the set of iOCR-eligible Calls within the previous 48 hours, regardless of call reason.

T-Mobile TSCORE METRICS REPORTS ANALYTICS BONUSES

PULSE! > PERFORMANCE COACHING

WHAT & WHERE Department: CUSTOMER CARE, FINANCIAL CARE

WHEN Month and Year: FEBRUARY 2016

RESULT Sites, Managers, Coaches

CUSTOMER CARE

- M: Anjolie Bacak
- M: An Luocor4
- M: Billy Cahm
- M: Christiana Lomas2
- M: Evelyn Foster
- M: Holly Chapman
- M: James Ross
- M: Joel Guzman1
- M: Jonathan Gamet3
- M: Kaita Thompson5
- M: Marc T Swensen
- M: Philip Pines1
- M: Stephanie Cucus
- M: Virtual ABO Manager 1
- M: Virtual ABO Manager2
- M: Virtual ABO Manager2

FINANCIAL CARE

- M: Alan2 Vaidna
- M: Balbena2 Wynn
- M: Booker Peterson
- M: Chiquita Glover
- M: Craig Ward
- M: Irene2 Page
- M: Joe2 Gonzalez
- M: Kevin2 Oliver
- M: Lacombe2 Penaber
- M: Ryan2 McDonald
- M: Unassigned
- M: Virtual AUG Manager0
- M: Virtual AUG Manager2
- M: Virtual AUG Manager2
- M: Virtual AUG Manager4
- M: Virtual AUG Trng Manager0

VIEW RESULTS

T-Mobile TSCORE METRICS REPORTS ANALYTICS BONUSES METRICS BOOK

T-Score > PULSE! > PERFORMANCE COACHING

Start Date: FEBRUARY 2016 GO!

GOALS MANAGEMENT

Cascade updates to selected roles:

- Rep
- Senior Rep
- Coach
- Team Manager
- Training Assistant
- Trainer
- L & D Manager
- Select All

PROGRAM RULES BY SHIFT

Shifts for REP:

PRIMARY METRICS

Metric Name	Goal	Weight	Cap	Kicker?
metric name	123	123	123	
metric name	123	123	123	
metric name	123	123	123	
metric name	123	123	123	
metric name				
metric name				
metric name				
metric name				
metric name				
TCRT				<input checked="" type="checkbox"/>

KICKERS FOR TCRT

Operator	Goal
>	23
-	
-	
-	
-	
-	

BETTER OF
 SWITCH TO BETTER OF VIEW

T-Mobile TSCORE METRICS REPORTS ANALYTICS BONUSES METRIC

T-Score > PULSE! > PERFORMANCE COACHING

Month/Year: AUGUST 2016

LOB	% GOAL TIER	PAYOUT MULTIPLIER	METRIC 1	METRIC 2
GEN CARE	<100%	\$0	<375	+2%
	100%-108.99%	\$3.00 X PRD HRS	<388	+1%
	109%-112.99%	\$4.50 X PRD HRS	395 - 420	\$0
	113%-116.99%	\$6.00 X PRD HRS	>420	-1%
	117%-120.99%	\$7.50 X PRD HRS	>432	-2%
121%+	\$9.00 X PRD HRS			
TECH CARE	<104%	\$0	<375	+2%
	104%-107.99%	\$2.50 X PRD HRS	<388	+1%
	108%-111.99%	\$4.00 X PRD HRS	395 - 420	\$0
	112%-115.99%	\$5.50 X PRD HRS	>420	-1%
	116%-119.99%	\$7.00 X PRD HRS	>432	-2%
120%+	\$8.50 X PRD HRS			
SO TECH CARE	<100%	\$0	<375	+2%
	100%-108.99%	\$3.00 X PRD HRS	<388	+1%
	109%-112.99%	\$4.50 X PRD HRS	395 - 420	\$0
	113%-116.99%	\$6.00 X PRD HRS	>420	-1%
	117%-120.99%	\$7.50 X PRD HRS	>432	-2%
121%+	\$9.00 X PRD HRS			
STC TECH CARE	<105%	\$0	<375	+2%
	105%-108.99%	\$2.50 X PRD HRS	<388	+1%
	109%-112.99%	\$4.00 X PRD HRS	395 - 420	\$0
	113%-116.99%	\$5.50 X PRD HRS	>420	-1%
	117%-120.99%	\$7.00 X PRD HRS	>432	-2%
121%+	\$8.50 X PRD HRS			
RETENTION (ENR & RO)	<104%	<104%	<550	+1%
	104%-105.99%	104%-105.99%	550 - 585	\$0
	106%-107.99%	106%-107.99%	>585	+1%
	108%-108.99%	108%-108.99%	>585	-1%
	110%-111.99%	110%-111.99%	>585	-1%
112%+	112%+			

T-MOBILE

INTERNAL COACHING & PERFORMANCE APPLICATION

DESIGN + PROTOTYPE

2017

The Care team asked me to redesign the application that call center staff used to track their progress, in order to give them the best chance at a high monthly bonus. Management and leadership were able to see aggregated statistics about the employees organized by location. As dry as that might sound, the Care leaders wanted the app to maintain the same level of enthusiasm and fun that they (quite successfully) cultivate in the call centers. Working with a java developer to realize the dynamic tile function possibilities (the gauge on the left side of iOCR for instance), we were able to give employees a way to assess their current stats, and predict what they needed to do in order to get the best monthly bonus.

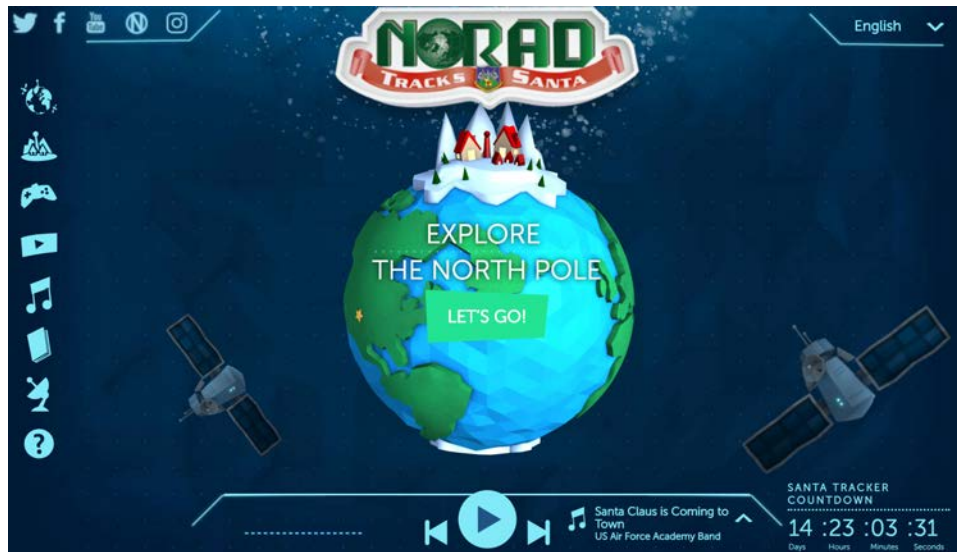
(Screenshots used with permission)



T-MOBILE
INTERNAL SCRUM TEAM LOGOS
GRAPHIC DESIGN
2018

T-Mobile cultivates a fun, energetic company culture, fully willing to embrace nerddom as the circumstances demand. My Web and Mobile team was the guinea pig for Agile Scrum methodology; taking our lead, the department reorganized on a lean agile framework. The new teams were allowed to name themselves anything they wanted. Somehow, Voltron was the predominant theme of the day. I was asked if I'd be willing to block out time to design some scrum team logos, which is exactly the kind of enjoyable break from coding that I relish. These designs were built in Photoshop and Illustrator at high resolution for signage and apparel. I also told them they were a bunch of nerds. Team Q-Bert's logo is my favorite.

(Screenshots used with permission)



NORAD TRACKS SANTA

HOLIDAY MULTIMEDIA SITE
UI/UX/ DEVELOPMENT
2014

Who is Santa? Is he a foreign agent or merely a friendly ally who comes bearing gifts once a year while violating US airspace? Well, NORAD needs to know, so they instituted a Santa Tracker in the 50s to provide realtime updates to kids everywhere about Santa's flight path. This project was a collaboration between NORAD and Microsoft, so I worked on it twice (2013 and 2014) as part of iLink Systems. We were responsible for the buildout of the site, using illustrations, music and games from other contributing partners. In 2013 I worked on the content pages while the lead programmer wrote deliberately indecipherable javascript to power the rest of the site; no one could read his code, so the site went live with bugs. He was subsequently fired, leaving the company in the lurch for next year's deployment.

Late in the game in 2014, they brought me on to finish the job. I threw out last year's code and rebuilt the site from scratch using well-supported and reliable libraries like Bootstrap, JQuery, and Greensock JS (for animation). The result was an optimized, smoothly running site with full responsive capabilities (because who knows what hand-me-down device a kid will be using). They were able to use the codebase for future versions, saving weeks of development time.

Fun story: NORAD Tracks Santa was born in 1953 when a newspaper ad was published urging kids to call Sears to talk to Santa... but the number was misprinted, instead connecting them to NORAD's monitoring center, where a kindly Colonel realized the mistake and pretended to be tracking Santa. Thus a tradition was born. In NPR's reporting for 2014, their article about the site launch ran the headline "NORAD Tracks Santa Begins with a Typo." I nearly had a heart attack.

NOAA HOME WEATHER OCEANS FISHERIES CHARTING SATELLITES CLIMATE RESEARCH COASTS CAREERS

NOAA PACIFIC COASTAL SALMON
RECOVERY FUND PROJECT DATABASE
NOAA FISHERIES

Announcements Definitions Help Home LOGOUT

Dashboard Project List Grantees Map

Northern Pacific Coast
Ohop Creek Restoration

SPSSEG restored this section of Ohop Creek by excavating a new, 1.08 mile section of channel that is higher in elevation, more sinuous, and hydrologically connected to the adjacent floodplain and wetland areas.

[Learn more >](#)

Search Projects

Browse Projects by...

- Project Name
- Keyword
- Map
- Year

Browse Projects by Category

- Administration
- Enhancement
- Habitat
- Outreach
- Planning
- Research, Monitoring & Evaluation

Announcements

[Announcement title](#)
1/10/2012
This is article text. This is article text. This is article text. This is article text. [More...](#)

[Announcement title](#)
1/10/2012
This is article text. This is article text. This is article text. This is article text. [More...](#)

Threat Addressed

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud

Summary Region-wide Performance Reporting Results, FY 2000-2010

Output	Completed
Instream Habitat Projects	
Stream Miles Indicator	1,430
Wetland Habitat Projects	
Acres Created	2,095
Acres Treated	27,715
Estuarine Habitat Projects	
Acres Created	1,187
Acres Treated	2,036

Projects by Category

- Administration
- Enhancement

NOAA PCSRF

PACIFIC COASTAL SALMON RECOVERY FUND
CONSERVATION PROJECT TRACKER
DESIGN + TEMPLATES
2012

This government app provided tracking information for salmon recovery projects conducted by NOAA in cooperation with scientists, conservation organizations, rangers, and native tribal councils. Written in HTML/CSS, it tied into an Oracle database using APEX. The output of database queries arrived as a massive table of scientific data. I designed the app to resemble a familiar looking, intuitive webpage that nevertheless gave access to all the scientific data for those users who wanted to see it (scientists), but otherwise summarized the information in graphics and charts for less sophisticated users (students and policymakers). Many salmon were saved (only to be eaten later).

I also designed an app for assisting commercial fisherman with trading their hauls while adhering to fishing regulations. Very interesting to learn how difficult that business can be.

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Electrolux laundry PREVIEW

SEPTEMBER 21, 2009

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Narrow your search by manufacturer.

Refrigerators

1 2 3 4 5 6 7 Next >>
Now viewing 133 results for Side x Side: with Dispenser.

 JENN-AIR MODEL J2080WEP 26' Dispenser Refrigerator Call for price View Item See more of JENN-AIR	 JENN-AIR MODEL J2080WEP 26' Dispenser Refrigerator Call for price View Item See more of JENN-AIR	 LG MODEL LNC2080SST 26' Dispenser Refrigerator Call for price View Item See more of LG	 Frigidaire MODEL FRS26R1E 26' Dispenser Refrigerator Call for price View Item See more of Frigidaire
 Frigidaire MODEL FRS26R1E 26' Dispenser Refrigerator Call for price View Item See more of Frigidaire	 Frigidaire MODEL FRS26R1E 23' Dispenser Refrigerator Call for price View Item See more of Frigidaire	 Whirlpool MODEL ED5FVQ8S 25' Dispenser Refrigerator Call for price View Item See more of Whirlpool	 GE MODEL GSS2JRTWW 22' Dispenser Refrigerator Call for price View Item See more of GE
 GE MODEL GSS2G0TWW 23' Dispenser Refrigerator Call for price View Item See more of GE	 GE MODEL GSS2S4TWW 25' Dispenser Refrigerator Call for price View Item See more of GE	 GE MODEL GSS2G0TWW 25' Dispenser Refrigerator Call for price View Item See more of GE	 GE MODEL FRS26R1TSS 26' Dispenser Refrigerator Call for price View Item See more of GE
 JENN-AIR MODEL J2080RQW 26' Dispenser Refrigerator Call for price View Item See more of JENN-AIR	 LG MODEL LNC27909B 27' Dispenser Refrigerator Call for price View Item See more of LG	 LG MODEL LNC27909T 27' Dispenser Refrigerator Call for price View Item See more of LG	 GE MODEL GSS2G0W8S 23' Dispenser Refrigerator Call for price View Item See more of GE
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STANDARD TV & APPLIANCE

ENTERPRISE ECOMMERCE SITE

PRODUCT MANAGEMENT & DESIGN

2009

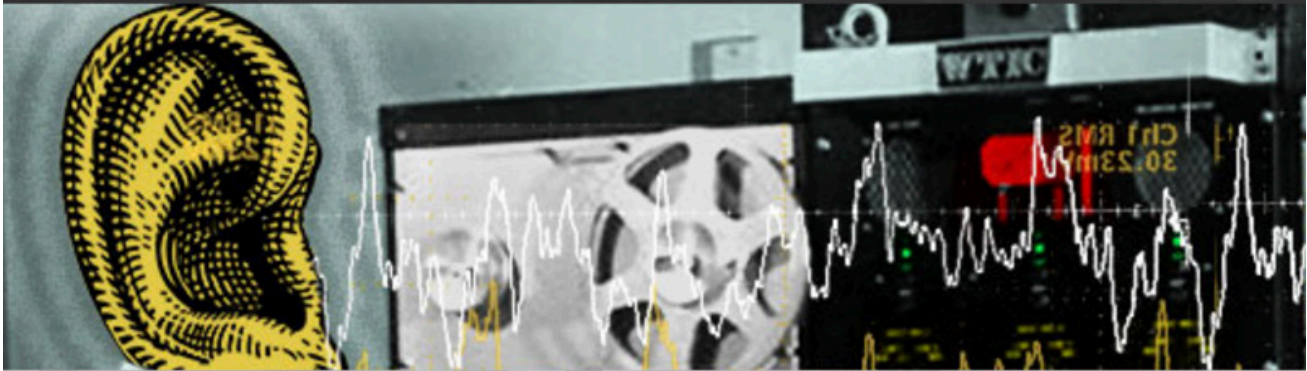
Portland's oldest appliance retail chain, Standard wanted to get the edge on their big box competition. Their business model retained the best qualities of old fashioned, customer oriented retailing: highly trained salespeople who could help the buyer navigate the myriad options and considerations involved in an expensive home appliance purchase. They didn't want to lose that focus when they took their products online. I was contracted to spend a year overseeing the construction of an eCommerce shop on par with Home Depot and Sears.

After weeks of research, I generated a detailed RFP and vetted the vendors who responded with proposals. The vendor who won my heart, Copious Creative, built a Ruby on Rails eCommerce app to my specifications, with particular emphasis on reining in a scattered inventory stored in an ancient legacy management system. In addition to managing the product data, I provided design elements, concepts and branding. Several features, such as the wish list, filtered search, enhanced product details, and hand-picked product experts, brought the customer and sales staff together in an online exchange even before meeting in the brick and mortar store.

The store launched in June 2009 and immediately made an impact on sales and customer traffic.

Magic Ears Mastering

MIXING & MASTERING ▾ ORDER ▾ COMMERCIAL AUDIO ▾ THE PROCESS ▾ MY ACCOUNT TESTIMONIALS FAQ THE MIX UP - BLOG



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WHAT FOLKS ARE SAYING

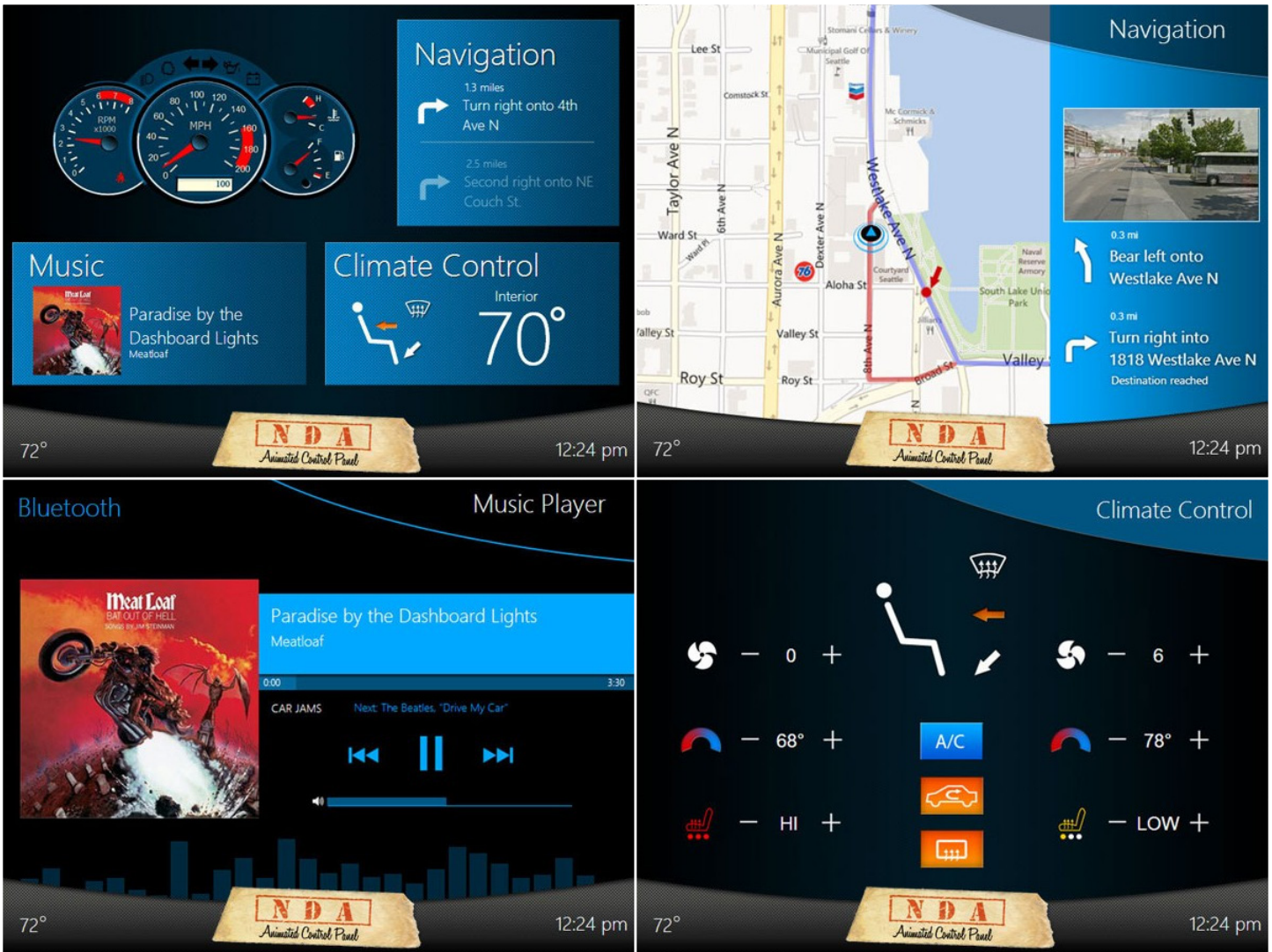
"I don't know how you pulled that off without being able to alter the mix itself. The hard part about mixing the piece

MAGIC EARS MASTERING

ECOMMERCE WEBSITE
DESIGN + IMPLEMENTATION
2015

Adam Matza is a veteran audio engineer based out of North Carolina. His studio, Magic Ears, had become focused on mastering services, so he wanted to reach out to the large body of amateur and independent musicians to show that professional mastering could be affordable. His ideal situation was an ecommerce site that was easy to update and had a quick way to educate the client and initiate a service purchase.

In my discovery talks with Adam, I determined that a multi-layered approach was best: one easy track for the newcomers and amateurs, and then greater detail for professionals. Deliberately garish, fun, retro graphics set the mood as being both nerdy and devoted to the art of audio. The big "magic" ear became the symbol for the products themselves.

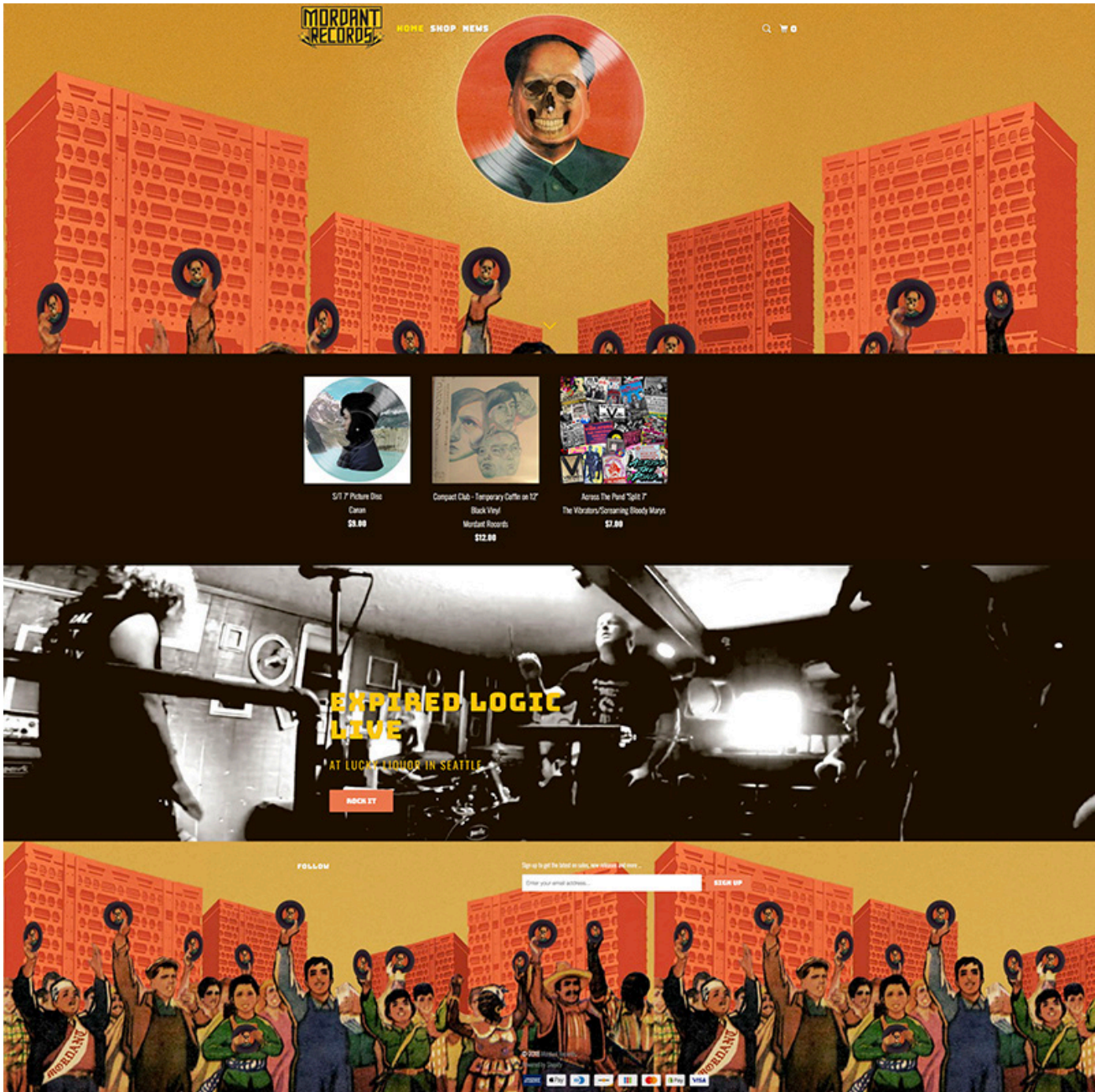


AUTOMOTIVE CONTROL PANEL

PANEL DESIGN FOR TRADE SHOW
 DESIGN & HARDWARE TESTING
 2013

The client was in the process of developing software for automotive information panels, designed to be run by a small Beagle Board and a customized version of Webkit. They needed an animated example of the software to display at a trade show. I received the specs of the software and designed this interactive dashboard with HTML and a javascript animation app. The animation had to be smooth on a very slow motherboard, so I went through many iterations of the animations (particularly the moving map) to get the framerate to be acceptable, testing on a jury-rigged panel with wires everywhere! It was fun and frustrating, but the piece was a hit at the show.

I also provide an example of a control panel on a machine that regulated the temperature of a nuclear reactor, and even simulated a meltdown. That demo was very... satisfying.



MORDANT RECORDS

SHOPIFY ECOMMERCE WEBSITE
 DESIGN + IMPLEMENTATION
 2017

The client was founding a small, vinyl-only record label dedicated to contemporary punk bands, but he wanted to capture the impertinence of 80s punk design. As someone who lived through that, I had a good grasp of his reference points; not only that, but what I could harness without disrupting the fairly rigid Shopify layout structure.

My end result made use of several vintage Chinese Communist propaganda posters, photos of brutalist Soviet architecture, and rich cmyk-inspired colors, with attention given to the movement of the graphics as the parallax moved across them. I also took into account increasing space needs as he added to his catalog.