



objective

To work in a creative environment that is stable, challenging and fast paced, a place where there are multiple opportunities to learn new and interesting skills.

professional history

FREELANCE GRAPHIC DESIGNER 5/04 - PRESENT

Design various creative pieces for companies & individuals
Client contact via phone and face-to-face
(see design experience for more details)

NEXTEL - 5MO CONTRACT - MODIS 3/05 - 8/05

Help desk/Tech support via phone
Work customer tickets received from customer care
Use programs to check for site or phone problems
Contact customers via phone with resolution to issue
Work closely with Network Engineer staff

DISNEY - 4MO CONTRACT - MODIS 11/04 - 3/05

Help desk/Tech support via phone
Assist callers with Hardware or Software problems
Forward work tickets to various departments
Work closely with IT staff and managers

EVERYBODY'S BUSINESS ETC. 5/04 - 11/04

Client contact via phone and on-site
Design Ads for multi area publication
Pre-flight files for print production
Manage multiple tasks, & meet deadlines

CIBC NATIONAL BANK 10/99 - 3/02

Help desk/Tech support via phone and on-site
Trouble shooting with a focus on root cause analysis
Maintained signature card & POA database
Assisted in the development of new projects
Acted as liaison between staff & vendors via phone
Worked with operations & contact center mgmt team
Point of escalation for the help desk team & other depts
Assisted supervisors & manager as interim supervisor
Define the impact projects to the back office/call center

SUNTRUST BANKCARD, NA 8/98 - 10/99

Customer service, Help Desk/Tech support via phone
Reviewed and completed work for 35+ reps
Assisted in training of new employees
Co-chairman of Morale, Welfare, Recreation comm.

FIRST USA, NA 9/97 - 7/98

Customer service provided via phone
Processed paperwork for 20+ representatives
Assisted in intermediate training of new employees

affiliations

VALENCIA COMMUNITY COLLEGE
Phi Theta Kappa - AGO chapter 2003 - Present
Graphic Design Group 2002 - 2004

design experience

JONDY CHEMICALS dba ULTRASHIELD™
Ad design, Web style design, Brochures, Flyers, etc.

THE RIVERHOUSE RESTAURANT
Menu design, Web style design, Bus Cards, Ads, Flyers, etc.

M&S PUBLISHING
Layout pages for multiple real estate publications in
InDesign/Quark
Design page templates/ads for realtors and various businesses
Ad, Brochure & Flyer design, etc.

ADVOCATE PUBLISHING & THE BARBOURVILLE ADVOCATE
Ad design, Magazine Layouts, Brochures, Flyers, Menus, etc.
Layout newspaper pages in Quark, Copy Editing/Proofing, etc.

INSURANCE SERVICES OF CENTRAL FLORIDA
Brand design including: Logo, Bus. Card, Letterhead, Bus.
Envelope, Full Color and 2 color PMS Advertisements, Core
Products Brochure, Announcements, etc.

EVERYBODY'S BUSINESS ETC.
Logo and Ad Design, Copy Editing/Proofing, Publishing
Typing Speed 80wpm and 10 key by touch

CIRCOSTA'S ITALIAN RISTORANTE
Logo, Menu, Bus. card, Ad Design

technical skills

MAC OS 9-X (PANTHER & TIGER)
WINDOWS NT, 95, 98, ME, 2000, XP
Adobe Creative Suite (up to CS3)
Quark Xpress 4-7
Corel Draw 11
Adobe PageMaker 7
Macromedia Dreamweaver MX, Flash MX
Basic Web Design & HTML coding
Microsoft Word, Excel, PowerPoint, Outlook, Access

education

VALENCIA COMMUNITY COLLEGE 6/02 - 8/04
A.S. - Graphic Design 8/04
Graphic Design Support - tech. cert. 12/03
Graphic Design Production - tech. cert. 5/04