



me: Passionate, Talented, Focused

you: Goal Driven, Professional

me + you: Design Magic

what i can do:

Adobe Programs	Microsoft Programs	Other Programs
InDesign	Word	ToonBoom Studio
Photoshop	Paint	Cinema 4D
Illustrator	Excel	
Flash	PowerPoint	
Dreamweaver		
Acrobat		

what i've done:

Design Recognition

Regional Gold ADDY: AAF District 5–2008

Silver ADDY: Greater Dayton Advertising Association–2008

Dayton Creative Syndicate 'Get Out the Vote' poster finalist–2008

K12 Gallery for Young People–Dayton, OH

February 2008 – Present

Internship

Design marketing collateral

Update website

Teach Photoshop classes to 7-12 grade students

Parts Express–Springboro, OH

March 2006 – August 2008

Freelance Design

Internal sales promotion collateral

French University of Denver–Denver, CO

March 2008

Freelance Design

Identity set for Christian Dallet–Dean

School of Advertising Art–Kettering, OH

August 2007 – May 2009

Associate Degree of Applied Business in Advertising Art

*Dean's List for 6/6 quarters attended

*Student Senate

*Student Mentor

what got me here:

Parts Express–Springboro, OH

2005 – present

Customer Service Representative

Applies excellent communication and conflict resolution skills to assist and retain customers; excels in a team-based environment; works well without direct supervision

MetLife Auto & Home–Centerville, OH

March 2004 – April 2005

Customer Service Representative

Advised and assisted customers in the management of their policies; researched policy options while adhering to state specific guidelines; coordinated with agents and underwriters

*Five-time winner of 'CSI Champion' customer service award

Time Warner Cable Company–Kettering, OH

August 2003 – March 2004

Customer Service Representative

Applied excellent communication and conflict resolution skills to assist and retain subscribers; provided basic tech support; exceeded up-selling goals; researched credit eligibility

*Three-time winner of the 'Atta Boy' customer service award

Victoria's Secret Direct–Kettering, OH

January 2001– March 2003

Client Service Representative/Internet Service Representative

Applied excellent communication and conflict resolution skills to assist and retain customers; worked well independently and in a team-based environment; provided basic website tech support; exceeded up-selling goals; assisted other internal departments

*Attended 'Achieve Global' national customer service training seminar

*'Associate Choice' award winner for team spirit

*Two-time winner of the 'Victoria Award' for excellent customer service