

# Vanessa Engler

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## CERTIFICATES

University of Miami Full-Stack Web Development Certificate (September 2024)

Several Codecademy Certificates including Python and HTML/CSS

## SKILLS

### Design and User Interface

Graphic Design • User Interface Design (UX/UI) • 3D Modeling: Hard Surface and Organic • 3D Animation/Motion • 3D UV Layout/Unwrapping • 3D Texturing/Texture Painting

### Technical and Programming

Programming languages: HTML, CSS, Python, Javascript • JS Frameworks: REACT, Express, Node • Database Management: PostgreSQL, MongoDB • Proficiency in Google Suite, Word, Excel, etc. • MacOS, Windows 10, Linux

## EXPERIENCE

### Gulf Coast Humane Society - Fort Myers, FL | Receptionist | April 2024 - Now

Managed front desk operations, including scheduling appointments and maintaining patient records, while offering web development advice to improve the organization's website design and functionality. Consulted on enhancing the user experience and updating graphics to align with branding across digital platforms.

### Orion Capital Solutions - Cape Coral, FL | Collections Specialist | Dec 2023 - April 2024

Managed and resolved debt collection while ensuring compliance with legal standards. Demonstrated strong negotiation skills, effectively persuading debtors to establish mutually beneficial repayment plans and settlements.

### Alta Resources - Fort Myers, FL | Customer Service Representative | Oct 2022 - Dec 2023

Top performer specializing in New Balance customer cases. Supervised and managed a diverse clientele, overseeing over 80 member accounts with a focus on shoe warranties, service agreements, and customer retention strategies.

### Shadowalk Studios - Miami, FL | 3D Asset & UX Designer | Mar 2019 - Aug 2022

My position at Shadowalk Studios required the extensive use of 3D content creation tools. I have project experience with multiple game development platform environments including Unreal Engine 5, Godot, and Unity.

### Poncho - San Francisco, CA | Graphic Designer/Social Media Manager | Apr 2018 - Mar 2019

At Poncho I was responsible for general graphic design. I spent most of my time on press kits, advertisements, and development packages working in software programs like Affinity, Photoshop, Illustrator, and Sketch.