

Quality Control/ Systems Administrator/Video Producer/Web Design/Store Fulfillment Quality Control/Systems Administrator/Video Producer/Web Design/Store Fulfillment Quality Control/ Systems Administrator/Video Producer/Web Design/Store Fulfillment - RLK & Associates Saint Peters, MO Work Experience Quality Control/ Systems Administrator/Video Producer/Web Design/Store Fulfillment RLK & Associates - O'Fallon, MO September 2016 to Present General Experience: - Answer customers' questions and inquires on a daily basis, both over the phone and through email. - Troubleshooting problems clients may have with the online stores. - Run two eCommerce stores. - Handle returns, refunds, and defective items. - Executed purchase orders for clients, the embroidery team, and the shipping department. - Communicate with suppliers. - Keep track of packing slips, invoices, and PO's for orders. Account manager of two separate clients.

Quality Control: Inspect, clean and bag items before being shipped to customers. Video Production/Photography/Graphic Design Experience: - Photograph items for online website. - Edit photos for client s needs. - Create uniform photographs that fit with the website style. - Created photographs for use on the company van and promotional sign. - Create graphics for use on products such as shirts and other promotional products. Technology Experience: - Run websites through BigCommerce. - Troubleshoot technology issues such as software and hardware failures. - Sourced new technologies to improve office workflow. - Consult on all software and hardware upgrades needed around the office. - Developed and run a complete system of barcodes and SKUs through Square for use of a store during several conferences. - Use Final Cut Pro X to create promotional videos for company website. - Use excel to create PO's, invoices, and packing slips. - Use Photoshop and Illustrator to create graphics and photos for commercial use. - Use DropBox to keep files flowing between several people. Freelance Deluca Insurance April 2016 to Present Create and update a promotional video for their office. Video Editor & Website Manager Oasis Homes USA January 2014 to April 2016 Film construction & interviews Edit videos for release on social media and company website Maintain & edit company website Backup and manage files Photograph construction Operate drone for areal footage Cashier OfficeMax 2013 to 2014 Customer Service Store upkeep Organize merchandise Worked independently and as a team Education Associates

in Arts Southwestern Illinois College Skills Illustrator (2 years), Excel (3 years), Microsoft office (3 years), Powerpoint, Word, Photoshop (7 years), Mac, Adobe illustrator Links <http://andrewjft.wix.com/jftproductions> Additional Information Computer Skills: Proficient with Mac and Windows Final Cut Pro X Adobe Photoshop & Adobe Illustrator Microsoft Office Suite, Word, PowerPoint & Excel

Name: Lisa Pearson

Email: joneskimberly@example.net

Phone: 994.537.8389x6219