**Joseph (Joe) Patterson  
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admin@joecpatterson.com**

**Education:  
 Franklin University** Columbus, Ohio*BS, Interactive Media Design, Expected August 2013* Expected Magna Cum Laude with a 3.84 GPA  
  
 **Eastern Gateway Community College** Steubenville, Ohio*AAB, Internet and Interactive Digital Media Design, May 2010* Graduated Cum Laude with a 3.7 GPA

**Skills:** *Microsoft Office Suite (2003+) Adobe Creative Suite (CS3+) Joomla! & WordPress Windows XP (+) Computer Networking MySQL Administration  
 Internet Security Management Customer Service*

**Experience:**  
2010 – 2013 Wal-Mart Stores, Inc. Wadsworth, Ohio / Weirton, West Virginia *Customer Service Manager / Sales Associate*

* Directly oversaw all front-end store operations.
* Fully responsible for handling all customer service issues.
* Managed scheduling for all cashier, service desk, photo lab, and site to store associates.

2010 United States Department of Commerce: Bureau of the Census Toronto, Ohio *Office Clerk*

* Responsible for processing all enumerator worksheets as they were received from the field.
* Sorted and corrected mapping data in relation to enumerator worksheets.
* Contacted former staff via phone for participation in the Add Check/Delete Check (ACDC) phase.

2006 – 2010 International Dairy Queen, Inc. Wintersville, Ohio *Store Manager*

* Solely responsible for nightly monetary processing and depositing.
* Fully customized POSi based register menu system for Dairy Queen and Brazier use.
* Oversaw and processed all major daily business operations. Including, but is not limited to: sales, customer service, hot and cold food prep, ice cream cake production and design, and equipment repair.

**Memberships & Affiliations:**

* Member, The National Society of Collegiate Scholars (NSCS)
* Member, The Pittsburgh Urban Magnet Project (PUMP)
* Member, Pittsburgh Sports League (PSL)
* Co-Founder, Mingo Dek Hockey League (MHL)

**Interests:** Landscape Photography, Acting, Ice Hockey, Hiking, and Computer Networking