# **Master-Level Skillset**

Video editing (**Adobe After Effects, IMovie, Adobe Premiere**), Photo Editing (**Adobe Photoshop, Adobe LightRoom, Adobe Illustrator, Adobe Fireworks, Adobe Dreamweaver**), Hand-Coded Front-end Web Design (**HTML5, CSS, Prototyping, Wire framing, UI/UX, AGILE SCRUM**) Superb Eye for Detail (**Typography, Kerning, Font Families, Alignment**), Human Resources Management (**OSHA, FMLA, Disciplinary Actions, Interviewing, Candidate Selection**), Print Advertising, Conflict Resolution, Corporate Presentations, IT Project Management, Web Site Advertising, Flyer and Poster Printing, Employee Scheduling, Employee Payroll, Technical Training

# **Experience**

## Server Intellect January 2014 to Present

System Administrator

* Provide support to customers with dedicated Microsoft Windows Servers (2003, 2008, 2008 R2, 2012).
* Subject Matter Expert for web design, social media marketing, HTML and CSS coding, Adobe Creative Suite and Wordpress.
* Monitor server uptime and perform daily, weekly and monthly maintenance to ensure peak performance.
* Troubleshoot website coding based on PHP, ColdFusion, HTML, CSS, JavaScript and ASP.NET.
* Provide advice on configuration and design of the customer’s site.
* Engage customers over phone, email and live chat.
* Validate, install and configure website licenses.
* Install and provision Microsoft Windows 2012 servers.

## Nocturnal Innovations INC. (freelance) February 2002 to January 2014

Web Designer/ Project Manager

* Meet with prospective clients to discuss needs and wants concerning various company brand products.
* Design wireframes and mockups based on client specifications.
* Analyze strategies for the end-user experience and overall optimization of the client’s site focusing on visual hierarchy and W3C principals.
* Meet with customers to discuss prototypes and optimize products for UI/UX.
* Design logos, letterhead, business cards and company branding for clients using the Adobe Creative Suite.
* Code mockups using advanced HTML5, CSS3 and basic JavaScript.
* Configure CMS systems using Wordpress and Bootstrap and SASS CSS frameworks

## Bright House Networks July 2004 to June 2013

Technical Customer Care Supervisor

* Assisted in the design and development of the internal intranet named “Coyote” using HTML and CSS.
* Developed graphics and performed updates for businesssoultions.brighthouse.com (not current design)
* Created internal email blasts, newsletters and worked as project manager and designer of internal comic book.
* Trained staff in the use of creative software (Adobe Illustrator and Photoshop) and development tools (Adobe Dreamweaver) to help further their careers and expanding their knowledge and marketability.
* Met and exceeded company sales and productivity goals for 2006 through 2013.
* Investigated and resolved customer inquiries and complaints in an empathetic manner.
* Cross-trained and backed up other customer service supervisor.
* Strong leader of customer support staff.
* Assumed ownership over team productivity and managed workflow to meet or exceed quality service goals.
* Trained staff on operating procedures and company services.
* Provided accurate, specific and timely performance feedback for CSRs.
* Maintained up-to-date knowledge of product and service changes.

## Hostcentric Web Hosting February 2002 to February 2004

Server Administrator

* Designed new on-brand visual elements to effectively convey concepts and messaging.
* Performed redesigns for customers in HTML, CSS, Adobe Photoshop and Fireworks.
* Maintained consistent use of graphic imagery in materials and other marketing outreach.
* Translated business goals, feature concepts and customer needs into prioritized product requirements and use cases.
* Translated technical specifications into detailed product requirements.
* Established compatibility with third party software products by developing programs for modification and integration.
* Developed and implemented complex Internet and Intranet applications on multiple platforms.
* Diagnosed and troubleshot UNIX and Windows processing problems and applied solutions to increase company efficiency.
* Remained up-to-date on the latest technologies and solutions applicable to company products.

# **Education**

## Devry University October 2010 to Current

Orlando, FL

Bachelor of Arts: Multimedia and Graphic Design Business Management

* Art Design coursework
* Advanced Graphic Design coursework
* Coursework in Arts Administration
* Photography mastery
* 3D Animation
* Business Administration coursework
* Advanced Illustration coursework
* Certification in Adobe Photoshop, Illustrator, InDesign
* Coursework in Computer Science and Information Technology
* Coursework in Business, Management and Marketing