

Jeremy Sorensen

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Career Summary

Dedicated and detail-oriented student in Applied Technologies with a strong foundation in graphic design, including digital layout, logo creation, branding, social media design, and SEO. Proficient in Adobe Illustrator, Photoshop, InDesign, and XD. Eager to learn and passionate about collaborating with teams on creative projects.

Education

AS – Web Design and Development

Brigham Young University – Idaho

Expected December 2024

Rexburg, Idaho

- Graphic Design Fundamental Certified
- Intro to Web Design & Development
- Intro to Programming
- Intro to Graphic Design
- Graphic Design
- Typography
- Information Design
- Visual Media
- Social Media Design
- Web Business Creation (Personal Web Business - thesethetees.com)

Additional graphic design coursework through Salt Lake Community College

Work Experience

Compliance Specialist

1-800 Contacts

June 2005 – Present

Draper, Utah

Additional titles held - Quality Assurance, Customer Service Representative

- Undertake and comply with the Fairness to Contact Lens Consumers Act.
- Developed, improved, and audited quality of work finalized by associates.
- Verify hundreds of contact lens prescriptions from customers and doctors electronically through web upload to company website, fax, email, and text message.
- Executed customer inquiries through company email and text message programs.
- Update thousands of doctors' business information for the company database.
- Expatriate professionally with doctors and office personnel for prescription discrepancies.
- Monitor six different types of verification systems.
- Collaborated with management within compliance department to improve speed of production.
- Provided unmatched customer service by attending to customer contact lens needs.
- Answered inbound calls from customers to help place orders for contact lenses and products.
- Identified customer needs and rectified order discrepancies professionally.
- Dealt with distinct types of customer contact lens orders to increase customer satisfaction.

Professional Skills

- Experienced in Adobe Illustrator, Photoshop, InDesign, XD, Microsoft Word, Excel, PowerPoint, One Note, HTML, CSS, and JavaScript.
- Founded and managed a drop shipping e-commerce business, thesethetees.com.
- Excellent customer service skills with 26 + years of experience
- Management experience
- Reliable
- Responsible
- Competitive
- Self-motivated
- Detail-oriented