

## SKILLS & ACHIEVEMENTS



Hard-working self-starter with theoretical and applied knowledge of diverse visual communication and online marketing campaigns. Organized team player with strong work ethic taking initiative to offer creative solutions to difficult challenges.

Communications campaign and fully-coded website recognized on UFL's Web Design and Online Communications Student Showcase site.

Winner of logo design contest for Welcoming Gainesville & Alachua County

Contributed graphics for winner of for Ola I kai Wai, Water is Life design challenge

## EDUCATION

### WEB DESIGN & ONLINE COMMUNICATION

Master's Degree  
The University of Florida  
Expected August 2018

### WEB DESIGN & ONLINE COMMUNICATION

Master's Certificate  
The University of Florida  
December 2016

### SPANISH STUDIO ART

Bachelor's of Arts  
The University of Georgia  
December 2004

## EXPERIENCE

IT PROFESSIONAL ASSISTANT  
The University of Georgia  
Franklin College of Arts & Sciences

Oct '16

Today

- Provide assistant-level support for desktop and laptop computers (Windows, Mac), computer labs, and technology-enhanced classrooms including security, networking, peripherals, hardware, and software in accordance with standard service levels; provide support for unit specific software
- Develop and deploy desktop computer images, manage equipment life cycle and facilitate OS provisioning utilizing LANDesk
- Develop documentation, presentations, and training materials for clients and other audiences; provide training on an as-needed basis
- Provide front-line support for technology-enhanced classrooms, computer labs, and videoconferencing; utilize ticketing system, email, phones, and team collaboration tools to manage time and track requests
- Contribute to development of standards and best practices, collaborate with colleagues in Franklin OIT, and participate in OIT projects
- Help manage equipment life cycles, explore emerging technologies, and recommend solutions that may help improve efficiency and effectiveness; gather quotes as needed and interact with vendors for support
- HDI Support Center Analyst Certification obtained March 2017; selected for EITS Mentorship/Protégé program Spring 2017

## EXPERIENCE

### LEARNING MANAGEMENT SYSTEM ADMINISTRATOR Athens Techichal College

Nov '14

Oct '16

- Worked in partnership with the Center for Teaching and Learning staff to support academic technological initiatives and creative services; captured and edited videos (using Premier Pro) and photographs, created brochures, printed large-scale designs on plotter printer
- Managed and updated content for departmental WordPress website; developed print materials and informational packets for events and services; launched blog posts and social media posts increasing service awareness and developing knowledge base
- Developed and executed migration and training plan for change from ANGEL to Blackboard Learn including researching effective transition procedures, planning and executing testing in new system, creating workbooks, videos, how-to guides; deployed each phase of training, determine outcomes, create curriculum, and teach mandatory courses to 100-plus faculty and adjuncts
- Provided technical support to faculty/staff/students for learning management system via ticket system, email, telephone, in person, or video conference; provide technical assistance with and maintain reservation system for instructional design tools: 3D printer, 3D projectors, digital SLR and video cameras, wireless microphones, studio lighting, plotter printer, GoPros
- Planned and implemented migration of over 300 courses from Angel to Blackboard thereby saving the college approximately 4500 work hours

### KITCHEN AND BATHROOM DESIGNER The Home Depot

Dec '05

Mar '14

- Provided creative input for design elements in kitchen layout packages and delivered presentations to coordinate creative strategy and communicate project expectations and deadlines
- Developed marketing materials for in-house promotional events and workshops including printed signage, mailers, informational brochures
- Promoted community through coordinating workshops, safety events, informational sessions, and instructional classes; used collaborative approach to encourage teamwork by conducting group product knowledge and training workshops
- Served as the primary point of contact for customers' project initiation, development, design; proactively implemented solutions to current and future challenges
- Created positive customer experience by utilizing AutoCAD to render visually appealing design models; used Outlook, Word, Power Point, and multiple other software applications daily

### GRAPHIC DESIGNER The Red & Black

May '04

Aug '04

- Designed, developed, and executed print advertisements for dozens of local companies using programs such as Adobe Photoshop, Illustrator, QuarkXPress
- Evaluated prior client's designs to compliment company's aesthetic in new advertisement; reviewed competitor publications to keep up with trends and to create innovative artwork
- Ensured correct layout of final newspaper draft, copy-edited, and reviewed print specifications before final print