

Contact

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(LinkedIn)

Top Skills

Bilingual Communications

Web Design

Creative Concept Design

Languages

English

Spanish

Bexi Castillo

Credit Resolutions Specialist

United States

Summary

Buenas, my name is Bexi Joibel! I am a Web Designer originally from Panama currently living in Austin, Texas. I love to work in all aspects of design but ultimately obsess over web design, UI/UX, and book design.

As a designer, I love to learn and evolve as I adapt my knowledge to ever evolving industry, whilst establishing my own style. I'm looking forward to joining a team with great opportunities to help enhance my skills, develop my potential, and meet higher expectations. When I am not designing, I love to play sports (Glory glory Man Uniteddddd!), draw, travel, and get lost in the world of YouTube!

Experience

Self Financial, Inc.

Credit Resolutions Specialist

May 2021 - Present (1 year 4 months)

remote

Complete daily operational reporting tasks and data entry; including eOscars ACDVs, paper dispute responses, and customer email communication.

Monitor internal channels for prioritized workflows in order to efficiently manage deadlines.

Accurately report data to customer's profiles regarding card/loan operations and disputes.

Review financial information of clients in order to accurately report data to customers, banks, and credit bureaus.

SYVO

Web Designer/Client Onboarding Manager

September 2019 - March 2021 (1 year 7 months)

Austin, Texas, United States

Responsible for working directly with customers from site kick off to launch.

Site launching lead responsible for taking multiple customers live and transitioning the client from the client onboarding department to account management.

Responsible for designing websites and templates for various existing and new clients.

Designed, project managed, and collaborate with Spanish speaking customers first hand.

Spearheaded the development of the client onboarding department, and collaborated with upper management to create processes and guidelines for new team hires.

Established a four-member productivity team and delegated operational tasks to three junior client onboarding specialists and secondary supporting product members.

Created training guidelines and mentoring program for new hires and off-site support team members.

Managed deadlines for multiple individual projects and offered support for employees in training.

Collaborated with sales representatives, designers, developers to project manage/design websites from site kick-off/development to launch.

Developed online graphics and assets for various websites.

SpaceCraft

Web Designer/Developer

September 2016 - September 2019 (3 years 1 month)

Austin, Texas Area

Responsible for designing websites and templates.

Responsible for working directly with customers from site kick off to launch.

Managed deadlines for multiple projects.

Collaborated with Sales Representative to project manage/design websites with multiple third-party vendors from site kick-off to launch.

Developed online graphics and assets.

Responsible for developing furthering brand assets, social media posts, and promotional marketing collateral.

Responsible for assisting in training new hires.

ColorMix Graphics & Printing

Graphic Designer

June 2016 - August 2016 (3 months)

San Marcos, Tx

Responsible for creating logos and branding for various clients

Responsible for setting up files correctly with printer specifics in mind
Designed promotional products such as banners, flyers, cups, t-shirts, business cards, letterheads, vehicle wraps, etc
Responsible for production from printing, cutting, and mounting

Beanitos

Graphic Design Intern

June 2016 - July 2016 (2 months)

Collaborated with the marketing team on a daily basis
Responsible for promotional assets such as on pack coupons and event hand outs.
Created on brand promotional stickers
Designed within brand guidelines and identity
Lead creative on new flavor exploration and packaging design
Responsible for photographing on pack photo for new flavor

Texas State University Intramural Sports Office

Sports Official

August 2014 - May 2016 (1 year 10 months)

Intramural Sports-Texas State University

Responsible for officiating a variety of sports, including indoor/outdoor soccer, volleyball, and basketball.

Texas State KTSW

Illustrator

January 2015 - January 2016 (1 year 1 month)

San Marcos, Tx

Responsible for creating compelling and relevant illustrations, for both blog posts and featured articles.

Education

Texas State University

Bachelor of Fine Arts (B.F.A.), Communication Design (Graphic Design) · (2012 - 2016)

Hardin-Jefferson High School

· (2009 - 2012)