

OBJECTIVE

Provide an unmatched design and customer experience

SKILLS, TOOLS, AND PROFICIENCIES

Design/Creative – Adobe Illustrator, Adobe Photoshop, illustration and design (digital and traditional), logo design, Adobe Audition, Voiceover recording and performance

Leadership /Customer Service– Verbal and written communication, punctuality, integrity, ability to work as part of a team and individually, keeping commitments, follow-through, client relations, customer service

EXPERIENCE

Customer Success Representative

Blip Billboards, November 2018 – March 2020

- Utilized Hubspot CRM to monitor and maintain relationships with thousands of advertisers
- Educated and instructed clients on out-of-home (OOH) best practice principles for billboards
- Provided ongoing support and consultation for future OOH projects with Blip

Account Service Representative

StateFoodSafety, November 2017 – November 2018

- Built and maintained strong relationships with potential customers and existing clients
- Carefully analyzed client requirements to provide exceptional service and meet needs
- Created all necessary documentation to ensure organized client information
- Forecasted and tracked key account metrics with HubSpot CRM

Vivint Smart Home Customer Care Expert

Vivint, August 2017 – November 2017

- Offered extraordinary customer service to Vivint clientele over the phone
- Troubleshoot client security systems and resolved issues however possible
- Managed sensitive customer account information for an optimal experience

Graphic Designer

Boostability, November 2015 – August, 2017

- Created and redesigned more than 400 logos to showcase client's branding
- Created website mockups for SMBs
- Created and manipulated images and graphics to enhance customer experience

Voiceover Professional

Various Dates

- Current projects are under NDA, but include topics such as food safety and health/fitness
- Vivint Solar, [YouTube promotion](#)
- Renova Worldwide, [YouTube promotion](#)
- RV's of America, [YouTube promotion](#)
- Veracity Insurance Solutions, [YouTube promotion](#)
- Nameshark, [App commercial](#)
- XFT Syntek Global, various ads
- KBYU Classical 89, "Dismantling Geneva Steel" radio spot

EDUCATION

Bachelor of Science, Utah Valley University

- Art and Visual Communication

Associate in Applied Science, Utah Valley University

- Digital Communication Technology