

Skills & Experience

- Possesses supervisor level experience for inbound + outbound customer & technical telephone support. Understands client-interviewing strategies for individual customer and project needs.
- Self-taught 9 year web and graphic designer. Provides assistance with image optimization and file conversion tasks. Provides QA for content delivery and troubleshooting software issues
- Works with HTML, CSS, and WordPress implementation. Fluent with Adobe Creative Suite and MS Office
- Develops design content with quality and consistency and delivers projects on strict timelines and reviews content for accuracy and completion before delivery
- Committed to delivering projects in a fast-paced and team oriented role

Additional Expertise

- Designs and develops user interfaces for websites and control panels
- Creates graphics for logo designs, digital illustrations and book cover designs with implementation of advanced level photomanipulations and graphics
- Professionally photographs landscape, urban, and commercial compositions

Employment Experience

- **IBEX Global**, Bend, Oregon (July 2014 - Present)
Technical Support Supervisor
Duties & Responsibilities:
Consistently lauded for outstanding customer service by clients
Provides supervisor level technical and customer support for computers, cellular phones, tablets & mp3 players.
- **Audio Video Labs Inc**, Bend, Oregon (September 2011 - July 2014)
Hi-fi Tech Installation Assistant
Duties & Responsibilities:
Assistant for hi-fi technology installation, repair and service. Also provided support for computer applications and website design and maintenance projects.

References

Please contact for references