

## **PROFILE**

Detail-oriented, dependable professional experienced in customer service and care. Excels in fast-paced environments as well as in supervising and motivating staff to increase productivity and profitability. Works well independently and as part of a team. Self-motivated, dedicated worker that is committed to excellence, accuracy and efficiency.

## **HIGHLIGHTS OF QUALIFICATIONS & ACCOMPLISHMENTS**

### Management

- Assisted managers in overseeing a staff of four to ten people, including scheduling, timecard adjustments and supervision.
- Conducted in-depth training on policy and procedure, customer service and product knowledge.
- Experience in coordinating all aspects of large-scale events, including volunteer coordination, financial organization, planning and scheduling.
- Significant skill in conflict resolution and negotiation, with emphasis on joint compromise.

### Design & Computer Skills

- Skill and experience with 3D modeling, animation, rigging, scripting, texturing and rendering techniques with Autodesk Maya
- Significant experience with many software packages, including Adobe Creative Suite, Microsoft Office Suite and other Windows-based software.
- Hand-generated HTML programmer; has designed and published over 40 websites. Proficient in numerous internet protocols, such as FTP, HTTP and Telnet.
- Proficient with PHP-based internet BBS software; currently administrator of two with over 300 active users.

### Financial & Bookkeeping

- Proficient in tracking accounts payable/receivable, preparing deposits, invoices and reconciliations.
- Extensive credit and cash handling experience, including telephone-based credit transactions.
- Experience in ordering, processing, bookkeeping and financial tracking in both small and large scales.

### General Office

- Produced spreadsheets for international marketing division of major technology company; spreadsheets used until proprietary software developed to replace them.
- Experienced with all standard office equipment, including scanners and copiers, fax machines, multi-line telephone systems and voicemail.
- Typing speed of 45+ WPM, and proficient with both standard and reverse ten-key by touch.

### Awards & Recognition

- Paul Harris Fellow – Rotary Foundation of Rotary International

**PROFESSIONAL EXPERIENCE**

SALES ASSOCIATE Portland Luggage, Beaverton, Oregon	2006 – 2006
ASSISTANT STORE MANAGER Malm Luggage, Bellevue, Washington	2004 – 2006
DOONEY & BOURKE SALES SPECIALIST / DEPARTMENT LEAD Bon Marche / Bon Macy's, Olympia, Washington	2000 – 2004
HEWLETT-PACKARD ACCOUNT REPRESENTATIVE BT Office Products International, Corvallis, Oregon	1999
HEWLETT PACKARD: PROCESS OPERATOR CDI Corporation West, Corvallis, Oregon	1998
HEWLETT-PACKARD: ADMINISTRATIVE ASSISTANT CDI Corporation West, Corvallis, Oregon	1997

**VOLUNTEER EXPERIENCE**

EXHIBITOR LIASON / GOLD ASSISTANT Penny Arcade Expo, Bellevue & Seattle, Washington	2005 - 2008
CLUB / EVENT COORDINATOR The Evergreen State College, Olympia, Washington	1997 – 2000

**EDUCATION**

GAME ART AND DESIGN Art Institute of Portland, Portland, Oregon	2007 – Present Graduation: March 2010
COMMUNICATIONS The Evergreen State College, Olympia, Washington	1997 – 1999

**REFERENCES AVAILABLE UPON REQUEST**

