

EDUCATION

Tufts University and
The School of the Museum of Fine Arts, Boston
Received Bachelor of Fine Arts, November 2008

ABOUT ME

I'm an enthusiastic and friendly worker. I have worked in a high-stress customer service position as a customer care representative in charge of handling escalated issues for a banking institution. I know myself to be patient and professional when dealing with customer's needs and issues while helping to resolve the situation.

I am a quick learner, intelligent, computer literate and a creative problem solver able to quickly adapt and find beneficial solutions for customers within the corporate policies and procedures.

SOFTWARE & LANGUAGES

Photoshop	Microsoft Word
Illustrator	Excel
InDesign	Powerpoint
Dreamweaver	Mac OS 9-X.5
Wordpress as CMS	Microsoft Windows 95
Wordpress theme creation	through Vista
Joomla site management	
GIMP	HTML
Fontographer	CSS
Font Lab Studio	Light PHP
FontForge	Flash Animation

SELECTED EXPERIENCE

2008 – present **Freelance Web Designer**, *Boston, MA, Utica, NY, and New York, NY*
Freelance Graphic Designer for small businesses and artists.

Recent Clients:

Draculatron, Website, Identity and Poster design for an upstate NY based cabaret musician.
Feralwares, Logo and online advertising design for a unique jewelry designer and sculptor.
Manfredo Photography, Website design for a wedding and portrait photography team.

2002 – 2005 **Affiliated Computer Services, Inc.**, *Utica, NY*
Senior Customer Care Representative for Student Loan servicer

Responsibilities Included:

- Training new call center staff in customer service and call handling
- Answered internal calls from phone representatives regarding policies and procedures for difficult issues.
- Worked directly with customers on escalated issues to find mutually beneficial solutions
- Verifying account information on accounts transferred to our company
- Mediating between customers, our banking department and our resolution management group to solve problems on a case by case basis