

Objective

Focusing on expanding and strengthening my foundation within a company in which I can acquire longevity while exploiting my knowledge in the field of computers, systematic problem-solving, and communication skills.

Work Experience

2008 – Present

Digital Fab Studios

Tampa, FL

Owner & Web and Graphic Designer – 2008 – present

- Devise innovative methods to self-promote business.
- Develop web/online solutions for small to medium sized business.
- Deploy websites utilizing CSS, HTML, and Flash.
- Enrich client’s profile by providing branding and identity services.
- Create print media such as business cards and brochures.

2001 – Present

Time Customer Service

Tampa, FL

Lettergen Specialist – March 2007 – present

- Train and manage lettergen planners and other marketing services staff on new software and best practices.
- Provide technical and troubleshooting assistance ranging from: html coding, software, pdfs, prints, and system data analysis.
- Research problems, solutions, and new business initiatives.
- Formulate new tools and procedures to ensure the marketing services department maintains their goal of superior quality and proficiency.
- Solve and/or escalate incidents through CA Service Desk.
- Utilize Job Control Language (JCL) to produce tests, decipher errors, and pass output.

Lettergen Planner – August 2005 – March 2007

- Create and edit marketing creatives passed down from various magazine clients utilizing Exstream Dialogue software.
- Proofread, test, and print marketing creatives.
- Maintain a high level of quality before creatives roll out into the production environment.

- Cross train new and veteran staff members of various processes within the lettergen department.

Other Skills

- Seasoned and experience with graphics and web design.
- Ability to program in HTML and CSS.
- Extensive comprehension of personal computers, printers, local area network, and wireless network infrastructures.
- Educational experience with Cisco Routers and Switches (i.e.: 2600 series routers and 1900 series switches)
- Experienced in: Windows XP, Windows Vista, MS Word, MS Excel, Adobe Acrobat Professional, Photoshop, Fireworks, Illustrator and Dreamweaver.

Education

- **CCNA Certification**, fall 2004-2005
St. Petersburg College, St. Petersburg, FL
- **Computer Engineering**, fall 2000-present
University of South Florida, Tampa, FL