

Profile:

BA in Electronic Media Art & Technology May 2012 with previous employment as a software trainer, and technical support specialist.

Areas of Expertise:

Technical Skills: Proficient in Final Cut Pro, Adobe Photoshop, Illustrator, InDesign, Flash, Logic Pro, MS Office suite, HTML, CSS, JavaScript, PHP, Mac OS, MS Windows, troubleshooting hardware & software issues.

Communication: Skilled in writing and editing. Adept at interpreting highly technical information in lay terms. Technical and expository writing.

Organization: Logical and highly organized. Excels in prioritizing and completing tasks, meeting deadlines, and exceeding goals without compromising quality or productivity.

Education & Certifications:

Bachelor of Arts Electronic Media Art & Technology, University of Tampa,
Tampa, Florida, cum Laude May 2012

Swinburne University of Technology Summer study abroad course in Film
Production, Melbourne, Australia 7/2010-8/2010

A+ Certification 11/1997

Help Desk 2000 Certificate, STI 05/2003

Professional Experience:

Software Trainer & Technical Support Specialist

Antek Healthcare, Reisterstown, MD 11/2005-11/2008

Traveled to client sites in order to provide software training to personnel. Also provided training and technical support for software applications from office using remote connectivity.

Desktop Support/Help Desk Technician

Ascend One, Columbia, MD

3/2002-6/2005

Updated technical operating procedures, created user instructions for common issues, provided computer training to call center employees, monitored company websites for functionality, supported software and hardware, performed basic desktop support and Windows Administration duties.

A+ Certified Bench Technician

Comp USA, Columbia, MD

6/1998-12/2001

Performed repairs and upgrades on customer computers, Delivered computers and provided training sessions on basic computer usage and software applications in customer homes.

Computer Repair Technician

Dartec PC Repair-Owned & Operated, Catonsville, MD

12/2001-5/2003

Provided on site computer repairs, upgrades, networking, and training to clients in their home or small business locations.

Other Experience & Additional Information:**Full Time Student & Student Employee**

2009-2012

Attended school at the University of Tampa while working part time at the University's staff helpdesk.

Memberships & Awards:

Omicron Delta Kappa Leadership Honor Society

Alpha Sigma Lambda Honor Society

Dean's List University of Tampa