

## Education

**University of Northern Iowa**, Cedar Falls, Iowa  
Bachelor of Arts in Computer Science, Art Minor (5/1998)  
**Clinton Community College**, Clinton, Iowa  
Associate of Arts Degree in Computer Science (12/1995)

## Professional Experience

### Amazon Fulfillment Center

Salt Lake City, UT 9/22/2018 – 9/16/2020 (SLC1)  
West Jordan, UT 9/20/2020 – Present (SLC2)

#### **Associate, Ambassador, Process Guide, Problem Solver, Lead PS Trainer**

**Responsibilities:** Process customer orders in fast pace, quality driven standard. Ability to multi-task and assist where available or needed as well as pack in all processes. Able to research and fix issues with customer packages in a timely manner to meet CPT criteria. Strong leader of 20-30 associates. Assist with PA/AM in daily responsibilities. Trained several associates.

**Achievements:** 4-Time Top of The Mountain in SmartPac SLC1 (7K in 10 hours).

### Maceys

West Jordan, UT 4/6/2018 - Present

#### **Front-End Supervisor, Cashier**

**Responsibilities:** Assist customers with their purchases and quality issues. Maintain a clean working environment. Oversee cashier and courtesy clerk duties and coordinate break schedules. Manage till counts and safe balance.

**Achievements:** Built good customer relationships.

### MedData

Draper, UT 10/27/2014 – 9/10/2018

#### **Disability Advocate**

**Responsibilities:** Screen potential candidates for the disability application process. Prepare documentation for disability applications. Process documents for storage.

**Achievements:** Assisted candidates in successfully obtaining disability benefits.

### Teleperformance

Salt Lake City, UT 10/22/2013 – 10/25/2014

#### **Support Agent for Microsoft X-Box**

**Responsibilities:** Support for inbound customer calls for billing, hardware, and connectivity issues. Placed orders for hardware repairs or replacements.

**Achievements:** Successfully resolved customer issues.

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## The Clinton Herald

Clinton, IA 8/26/1998 – 8/30/2013

### **Graphic Designer**

#### **Responsibilities:**

**Ad Designer** - Interfaced with clients to determine needs for ad campaigns and create and design ads from specific layout needs to full creation using appropriate applications for desired effects. Integrated changes as needed to project ideas.

**Pagination/Layout** - Design pages from general layouts such as daily news, comics, classifieds, advertiser sections, legal and specialty sections drawing special interest to catch the eye. Drive circulation up through the design of the annual Valentines Kids and Baby's First Christmas Sections, determining periodical pages by transferring information from customers to layout sections in the most appealing manner.

**Template Design** - Played a major role in multiple newspaper redesigns and product creations, and designed templates for those changes.

**Logo/Cover Design** - Designed logos and numerous covers for supplemental sections and various projects.

**Commercial Printing** - Successfully converted 7 local area newspapers to computer pagination to meet industry standards for printing. Effectively gather information from these papers and convert to appropriate templates for printing.

**Web Ad Designer/Site Manager** - One of original designers of website ads and specialty pages for www.clintoherald.com. Served as manager prior to latest re-design.

**Network/Computer Technician** - Responsible for maintenance of approximately 25 to 30 computers in the building updating software and doing minor repairs. Effectively set up several Mac work stations for multiple departments. Set up servers for multiple departments.

**Achievements:** Successfully achieved advertising campaigns that increased customer revenue. Transitioned the product from manual to digital production. Optimized the production of the product that reduced labor hours.

## W3 Graphic and Web Design

Clinton, IA 10/2002 – 8/2013

### **Graphic and Web Designer**

**Responsibilities:** Successfully design and modify graphics and websites to meet individual information and advertising needs of clients. Design flyers, newsletters and ads for advertising campaigns. Market services via word of mouth through satisfied clientele and provide support as needed.

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