

Skills Overview

I'm a professional Web and print designer with full-time experience on coding, editing, coordinating and mentoring. I am fluent in using a variety of Web and graphic design suites that results in a professional product. I also specialize in providing technical support of various hardware, software, operating systems and network issues to an entire staff.

Work Ethic

I'm highly motivated, goal-oriented and have excellent organizational, interpersonal, written, and verbal communication skills. I excel not only as an individual but as a team player, either coordinating or delivering high priority projects on time. I'm able to execute complex tasks simultaneously in a fast-paced corporate environment and helpful to my peers and leaders.

Skill Sets

Communication

- Respond to e-mail messages, phone calls or voicemails in a timely, accurate and professional manner.
- Coordinate projects from start to finish and ensures the team is informed of its completion status throughout the process.
- Escalates issues to appropriate leaders when a critical decision is necessary.
- Supports managers and customers for time sensitive inquiries.

Editorial

- Develop high quality content such as articles, user guides, FAQs, technical publications and tutorials.
- Meet or exceed established turn-around-times.
- Uphold all editorial practices such as style, formatting, precision and attention to detail.
- Follow standard operating procedures to ensure quality and accuracy.

Web Design & Development

- Ability to code advanced HTML pages using CSS styles.
- Implement ASP, PHP, Javascript and Flash scripts and functions proficiently.
- Optimize code and images for a seamless browsing experience.
- Propose design and logic changes to improve site accessibility and user interaction.
- Consult design practices, propose new site maps and create wireframes to prospective clients.
- Draft, design, and present layouts or templates for site conversions.

Graphic Design

- Create and publish compositions targeted to its goal or demographic.
- Use common design principles such as color, white space, layout and copy editing.
- Communicate with the printing department to meet distribution deadlines.
- Ability to use professional digital cameras and apply post processing techniques.

Technical Support

- Setup of computer workstations through installation of computer hardware, software and printers.
- Configuration of new operating systems, installation of office applications, e-mail clients, network printers and other personnel related productivity suites.
- Mentor new users on a one-on-one basis with common system procedures such as updating passwords, connecting to a printer or a networked drive, and system maintenance.
- Write step-by-step user guides and FAQs to common software and network issues.
- Provides services to troubleshoot computer hardware, software, printer, network problems and applies technical knowledge to ensure resolution.
- Provides solutions to specific user issues and refers to the next level of support using appropriate escalation procedures.
- Assists with the tracking and purchasing of printing supplies and computer parts through a streamlined process.

Experience

Affiliated Computer Services Inc.

Medi-Cal Account, PRO/Publications
West Sacramento, California
2010-Present
www.medi-cal.ca.gov

Web Content Manager

- Manage a staff of four to be responsible for publishing articles, manuals and bulletins on the Medi-Cal site.
- Develop standard operating procedures to improve process efficiency and training new Web editors.
- Prepare and train the Publications Web team for account wide takeover.
- Develop process, ideas and demos for implementing the Learning Management System

Department of Food & Agriculture

Integrated Pest Control Branch
Sacramento, California
2004-Present
www.cdfa.ca.gov/phpps/ipc

Web Support & Services

- Provide support for creating, adding or editing pages on the IPC site.
- Provide solutions for unique situations in distributing confidential documents.
- Publish reports, monthly newsletters and update documents.
- Work with personnel and the public to ensure accurate information.
- Maintain the site, run reports and apply fixes to pages as necessary.
- Convert and apply new CSS-based templates to all existing pages.

Hewlett Packard Enterprise Services

Medi-Cal Account, PRO/Publications
Rancho Cordova, California
2005-2010
www.medi-cal.ca.gov

Web Coordinator, Editor, Design Lead & Technical Associate

- Assign, coordinate, review and edit all Web editorial and print design projects for approval and publishing on the Medi-Cal site.
- Oversee and meet deadlines with the publication of the monthly Medi-Cal Update bulletins.
- Propose updates to various pages to improve user experience with new layouts and functional scripts.
- Mentor design concepts, layout, typography to create effective and targeted marketing pieces.
- Provide technical support in all aspects of hardware, software and network issues.

Education

California State University

Sacramento, California
Bachelor of Arts in Communication Studies, Digital Media Concentration, 2004

American River College

Sacramento, California
Associate of Science in Computer Science, 2000

Professional References

Available upon request