



Account Manager

October 2011-July 2013

- Member of the Central region account team for the MAXDigital/FirstLook platform
- Focused the team's tactical direction for increasing customer retention
- Engaged in customer focused strategies resulting in all-time high usage numbers of the software

Elite Operations Manager

June 2009-October 2011

- Engaged customer base to uncover reasons for low system usage
- Established benefits training to drive system usage and increase customer retention

Product Support Specialist

June 2008-June 2009

- Developed technical troubleshooting skills focused on large sets of data
- Tier 1 role providing phone and email support for MAXDigital/FirstLook platform

### Technical Skills

- Photoshop, Illustrator, InDesign
- Adobe Animate, Premiere, After Effects
- JIRA, Fogbugz, Salesforce
- Postman, Soap
- Microsoft Office Suite

### Education

Columbia College Chicago - Chicago, IL - Bachelor of Fine Arts in Advertising/Art Direction