

PATRISHA RENZ

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<http://www.ewyndsong.com/>

EXPERIENCE:

Go Daddy

Tempe, Arizona

Customer Service Specialist

July 2007 -

- *Thriving while learning and leading my team in sales.*

Fedex

Phoenix, Arizona

Senior Customer Service Representative

2005 to 2007

CSR:

- *Fulltime Customer Service Representative on the fast path towards management.*

Wyndsong Design

Phoenix, Arizona

Owner/Graphic Artist

1995 to Present

Small, self-owned, digital graphic based business that continues to represent my freelance work.

Web:

- *Designed, developed, and delivered client websites and printed material.*
- *Provided follow up services such as publishing new content, site maintenance, and information archiving.*
- *Provided overall system administration of clients' sites and Internet related issues.*
- *Structured and advised on e-commerce technologies.*
- *Created Websites with the latest applications from Microsoft, Macromedia, Adobe...featuring Flash and JavaScripting.*
- *Trained clients' staff on how to maintain their custom built site.*

Print:

- *Prepared and designed custom layouts for print, such as: brochures, newsletters, business cards, published advertisements and menus.*
- *Worked closely with clients to produce desired content based upon available space, knowledge of layout principles and aesthetic design concepts.*
- *Utilized top-rated software products including: Adobe, Macromedia and Corel.*

Artist's Choice Publishing

Casper, Wyoming

Administration (see below)

1987 to 2002

Wildlife art publishing company and gallery - full-time as well as part-time.

Gallery Manager full-time from 1987-1990:

- *Supervised and managed all gallery and office procedures.*

- *Coordinated the activities of the gallery's various departments.*
- *Oversaw quality control of print production.*
- *Served as a company representative at promotional events.*
- *Hired, trained and supervised personnel.*
- *Supervised and directed the shipping of merchandise.*
- *Created the graphic design and layout of print advertising.*

Office Assistant/Sales part-time from 1990 - 1999:

- *Sales and inventory management.*
- *Company computer specialist.*

Webmaster/Developer from 1999 - Present:

- *Designed, structured and still maintain the gallery's award winning Website.*

EDUCATION:

University of Advancing Technology

Tempe, Arizona

The objective of this degree was to enhance my wealth of digital design experience with a specified college curriculum geared towards advancing my skills and future opportunities.

AA in Multimedia 4.0 GPA

Graduated December 2003

San Jose Community College

San Jose, California

Part-time

1982 to 1984

TECHNOLOGY SKILLS:

Adobe: *Photoshop - Illustrator - In Design - PageMaker - Streamline*

Macromedia: *Dreamweaver - Flash - Freehand - Fireworks*

Other: *Microsoft Office & Front Page – HTML & XHTML – CSS – JavaScript – PHP – Database Programming (Access & MYSQL)*

HIGHLIGHTS:

Fedex: *1st CSR promoted to 'Senior Customer Representative' within 12 months of hire date.*

Artist's Choice Awards - established 2000: *I take a lot of pride in my Internet award program and the level of distinction it has achieved.*

Memberships: *HTML Writers Guild, International Webmasters Association, APEX, Awards Sites, UWSAG, Treasures of the Web & Applications Panel at CEMA, 'Website Evaluators Code of Ethics'.*

Artwork Showcase: *DeviantArt.com, WinCustomize.com, ViviCrandall.com, Renderosity.com, IllustratorWorld.com, Vbrush.com, Adobe.com, FlashKit.com & UAT.com (student showcase).*

REFERENCES:

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