**Personal Summary**

With a passion for creative and resourceful problem solving and goal oriented action in mind, I have a proven record of achievement and performance. Utilizing positive communication skills, openness, and professionalism, I am able to work with clients and team members with ease. Consistently dependable and thorough when working within deadlines and balancing multiple projects at a time. Well versed in multiple operating systems, office and document related tools, as well as creative software.

**Software**

HTML + CSS – BootStrap

Adobe Creative Suite - Photoshop, Illustrator, After Effects, Flash

Microsoft Office, Excel - Vlookup, Macros, Pivot tables, Formulas

Google - G-Mail, Google Docs, Chrome

**Work Experience**

*DragonSong Forge* ***Apr 2013 – May 2015***

**Sales & Public Relations**

* Worked on site at large comic book conventions, NYC Comic Con, Salt Lake City Comic Con
* Assisted with managing inventory, setting up retail space, and coaching product specialists on sales and customer service skills.
* Maintained professionalism and efficiency with upwards of 100,000 potential customer contacts daily, while maintaining safety and security standards, including checking of IDs.

*Rylem @ Amazon.com* ***Oct 2014 – Jan 2015***

**Product Compliance – Hazmat Investigation**

* Assisted team in reducing pending Hazmat related communication queue from over 1,500 to ~0 issues.
* Implemented Hazardous Materials policy with global outreach, correct item classification, and performance metrics.
* Received “crash course” in International Hazardous Materials safety regulations (DOT-49 CFR, IATA, ADR).
* Organized numerous daily communications and reports, monitored ongoing resolutions.

*Rylem @ Amazon.com* ***Jul 2014 – Oct 2014***

**RPI-Ops**

* Analyzed daily reports for remote team support and nationwide FBA Fulfillment center inventory adjustments.
* Assisted with creation of metrics and Quality Control workflow for new international teams.
* Used internal database resources to resolve receiving errors with querying tools such as; Mozilla Firefox plug-ins, and Excel.
* Promoted pro-active communication and skill sharing across multiple teams.

*Rylem @ Amazon.com* ***May 2014 – Jul 2014***

**MRI – New Seller Vetting**

* Resolved contacts between multiple departments regarding verification/activation of new Amazon sellers.
* Trained on product Counterfeiting, Trademark Infringement, and Fraudulent Behavior Recognition
* Communicated with mostly Chinese (PRC) merchants who were attempting to build businesses and bring their product lines to the global Amazon.com marketplace.
* Assisted with short term projects with fast turn-around.

*Rylem @ Amazon.com* ***Oct 2013 – Jan 2014***

**RPI-Ops**

* Performed inter-company communications to support Fulfillment By Amazon in warehouses nationwide.
* Resolved errors with high and low volume items using a proprietary automated receiving system, meeting project goals.
* Used internal database resources to resolve receiving errors with querying tools such as; Mozilla Firefox plug-ins, and Excel.
* Authored workflow for long term projects, and communicated approved workflow to team-members and supervised progress.

*Lionbridge @ Samsung* ***Apr 2013 – Aug 2013***

**Tester Level I**

* Recorded data of test results for Samsung smart phone applications, particularly voice recognition and speech to text and utilized Microsoft Office products to record, comment, and post test results.
* Assisted with initial project establishment, developing workflows, and writing Excel macros to boost productivity.
* Worked with partners of various cultural and language backgrounds to create team cohesion and maximize testing speed and accuracy.

*Randstad @ Google*

**Visual Data Specialist**  ***Feb 2012 – Feb 2013***

* Created and edited mapping information across multiple databases according to set policy, using a GIS program.
* Consistently met and exceeded productivity and quality targets, by nearly 200% on some projects.
* Promoted to Quality Control and then Special Projects in my first 3 months.
* Provided Photoshop graphic design skills to assist with Map Maker user tutorial videos.

*Starbuck’s Coffee*

**Barista**  ***Oct 2008- Sep 2010***

* Provided excellent customer service in one of the busiest Starbucks in North America.
* Worked with partners, customers, and management to increase customer satisfaction from 42% to 87% in my first 6 months.
* Assisted with launch of various retail and food product lines.

*The Art Institute of Seattle*

**Photoshop Tutor** ***Feb 2008-Nov 2008***

* Provided one-on-one instruction in AIS computer labs for students with various skill levels.
* Assisted students with approach to design, illustration tools, and software techniques.

*Coldwater Creek* ***Oct 2006-Jan 2007***

**Customer Service Representative**

* Received orders, complaints, questions, and concerns from dedicated Coldwater Creek customers.
* Tracked product availability, order status, returns and store requests.
* Organized contact info, tracked customer issue resolution daily

*Hot Rod Café* ***Aug 2004-Feb 2006***

**Server – Team Leader**

* Consistent sales performance while providing stellar customer service in a fast paced family environment.
* Served banquets, parties, and outdoor summer events.
* Assisted Bartenders; received several wine training classes; emphasis on Washington wines.

**Education**

**The Art Institute of Seattle** BFA Media Arts/Animation - Dean’s List ***Aug 2007 - Sep 2010***

Web Design, 3D Modeling, Drawing,

Materials and Lighting, Character Animation,

**North Idaho College** AA General Studies ***Sep 2001 - Apr 2004***

**Coeur d’ Alene High School** Diploma – Honors Junior English ***Sep 1997 – May 2001***

A+ Certification Training – Riverbend Academy

PC Tech