

I am an experienced freelance designer and illustrator in search of a staff position where I can practice my skills and put them to use as a member of a creative team. I am at my best when working with a clear goal in mind, and I take pride in my ability to both receive and communicate clear criticism; I can produce a series of innovative solutions to any visual problem, and then promptly shift directions to meet my client's needs. I have intimate experience with a variety of creative software and design techniques, and a proven ability to adapt quickly to new tools and workflows with minimal training. In my time as a tech-support rep, I've found opportunities to develop myself as a copy-writer and the representative of a company brand – as well as an affable and productive member of my team.

## Experiences

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### Freelance

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Answered commissions from assorted small clients to create logos, greeting cards, booklets, garments, graphics, illustrations, documents, and advertising materials.

Independently maintained technical proficiencies, investing in private copies of Adobe Creative Suite through CS4 with emphasis on Photoshop, Illustrator, and Flash.

Self-managed and self-marketed through a diverse range of assignments. Worked with writers and artists on collaborative projects.

### School

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Produced student projects involving the above skills as well as video editing, animation using Adobe Flash and AfterEffects, interactivity through HTML, ActionScript, and ColdFusion, 3D modeling using Maya, and manual media such as ink, charcoal, and various paints.

Received instruction on aesthetics, design and color theory, print and new-media concepts, technical and professional writing, and project management.

### Tech Support

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Assisted creative-professional and lay users with technical products including Earth Class Mail's web-based applications and Extensis' Suitcase and Portfolio lines, as well as related creative software for Mac OS and Windows such as Quark XPress, Microsoft Office, and Adobe Creative Suite.

Produced and edited public documentation and communications to explain and support company policies and product features; managed community webforums and redesigned support website to improve customer experience.

Communicated customer feedback to product developers, recommending information-design improvements to application and web interfaces.

### Personal Projects

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When not working with clients, I follow a personal passion for graphic storytelling. I've done several small comics projects in various formats, and currently lead a small drawing group which convenes weekly in assorted pubs and restaurants around Portland. My personal work occasionally leads to professional projects.

## Timeline

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- Earth Class Mail: Senior Customer Support Rep (2007-Present)
- Extensis: Technical Support Rep (2006-2007)
- Portland State University: part-time studies, with emphasis on design and multimedia (2004-2006)
- The Evergreen State College: full-time, emphasis on art (2003-2004)
- Portland Community College: high-school completion program, while concurrently earning a two-year certificate in Multimedia Studies (2000-2003)