

PATRISHA RENZ

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

EXPERIENCE:

Go Daddy, Inc.
Tempe, Arizona

Hosting Support Specialist
July 2007 – December 2009

- *Customer Service, Sales and Advanced Hosting Support. Top performer in sales, quality assurance, handle time, call control, problem solving. Advanced from Customer Service to Hosting Support Specialist, handling mostly dedicated server sales and advanced hosting escalations.*

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

Administration (see below)
1987 to 2002

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:

Advanced Certifications - Domains, Web Site Design and Hosting/Servers

Adobe CS4: Photoshop - Illustrator - In Design- Dreamweaver - Flash - Fireworks ...

Other: Microsoft Office- HTML & XHTML - CSS - JavaScript- PHP, ASP - Database Programming (Access & MYSQL, SQL Server) - Open Source/CMS Software.

HIGHLIGHTS:

GoDaddy: won the SmartSpace design contest, <http://wyndwebs.com>. Certified in every company department: W3 - Web, H3 - Hosting, D3 - Domain, rarely achieved.

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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