



Objective To obtain a position that utilizes my skills in Web Design and Graphic Design to develop professional projects and includes room for growth and development.

Skills Web Design, Logo Design, Corporate Identification
 Concept Development, Promotion Design, Posters,
 CD Layout, Print Design

Software Adobe Photoshop, Adobe Dreamweaver,
 Adobe Flash, Adobe Illustrator, Adobe InDesign,
 Microsoft Office, HTML/CSS

- Freelance**
- Jurrassic Kennels** 2009
Web site design
 - Warlords Kennel** 2009
Web site design
 - Benham Collectibles** 2009
Web site design, Logo design, E-commerce implementation

- Experience**
- Customer Care Team Coach** 01/2008 – Present
 ACS/TMHP Austin, TX
 - Provide agents with detailed knowledge of the TX Medicaid Program
 - Resolve escalated calls for agents from clients and providers
 - Assist in training new agents in the training class during incubation
 - Agent development by service observance with written feedback evaluations given to the agent and supervisor performed by me
 - Proficient with TMHP proprietary software such as Phoenix, Avaya CCQ, Medically Needy, SIR, Kintana, Firebird
 - Subject matter expert for client line, CSHCN, MedNeedy, HH/DME/CCP, TX Health Steps, EDI, and assessing claim adjudication

- Education**
- Bachelor’s of Fine Arts in Visual Communication** Present
 American Intercontinental University Hoffman Estates, IL
 - Expected Graduation: September 2009
 - Associates of Arts in Business Administration** AUG 2008
 American Intercontinental University Hoffman Estates, IL
 - Associates of Occupational Studies Degree** AUG 2001
 Collins College Tempe, AZ