

LEANA SANTANA

design

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N. Las Vegas, NV 89032
555.123.4285
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Employment

Education

Bachelor of Arts in Graphic Design
Colorado State University - Pueblo
French Minor
Graduated: May 2005
Magna Cum Laden

Skills

Photoshop
Illustrator
InDesign
Dreamweaver
Premiere
CSS/HTML
Microsoft Office
Mac

Spanish
Portuguese
French

Aug 2007-present

Operations/Design Manager - Maximum Generosity

- Develop designs and concepts using standard graphic software to illustrate, design, layout and digitally manipulate images
- Manage and increase the effectiveness and efficiency of our product distribution and organizational system
- Coordinate production and traffic control of communication pieces
- Coordinate and direct office services, such as design projects, records, quotes, budget preparation
- Finalize agreements directly with clients and vendors
- Research, analyze and implement better design techniques and methods
- Organize, design and maintain company's database and website

Nov 2005-July 2006

Bilingual Technical Support Rep - Sitel Corporation

- Respond to customer's request for technical services, answering routine questions on the function and use of products
- Apply understanding and knowledge of information systems products and services to assist customers on technical issues
- Remotely test workstations and laptop bios for hard drive errors
- Provide computer network support relating to software/hardware issues that may arise on a daily basis and document such issues
- Use courtesy, tact and discretion in all communications with customer and extreme sensitivity to customer satisfaction

Jun 2001-Feb 2005

Graphic Designer - HCJB Global

- Design of communication pieces for print and web
- Organize photo catalogs and maintain digital photo library
- Digitally manipulate and retouch images
- Advise on technical and artistic methods, and media use for designs, illustrations, layout, and images
- Plan, analyze, and create visual solutions to communications problems