

To Whom It May Concern:

Let me first say that I have an extensive and detailed background in both print based media and web based media. I have an Associates Degree from Sinclair Community College in Dayton Ohio and completed my studies there with a 3.85 grade point average. I am a very driven individual and traditionally don't have any difficulty with the concept of "thinking outside the box".

My technical experience is quite vast as a direct result with years of experience with different forms of media. I am well versed in printing technologies and page layout, having spent countless hours learning and working with Quark XPress, Adobe Acrobat, Adobe Illustrator, Adobe PageMaker, Adobe Photoshop, and Lightwave. Through the combined use of these programs I have created several printed pieces ranging from flash cards to company identification manuals. I have experience dealing with large format projects, such as enlarged posters requiring massive amounts of image resizing. I have worked directly with printing companies through previous employers and have the knowledge of what to expect in dealing with the various restrictions that can be presented when sending a piece to be printed.

I have also gained a large amount of experience in the area of web page design and creation. I am fluent in HTML, XHTML, XML, and using these markup languages in combination with cascading style sheets that are developed to work fast and efficiently with all web browsers. Using the combination of Photoshop and an HTML Editor (such as Macromedia Homesite, Dreamweaver, or something as simple as Notepad) I am able to create virtually any website that a client can request.

In creating a design for a client (whether it be a website, logo, or other graphically designed piece) I include the nature and aspect of the company or individual that I am designing for. I believe that this technique generates the most appealing and directly connectible outcome for the client. By incorporating the aspect and the ideals of the client into the design, the result often identifies directly with whatever message wants to be conveyed.

I have a small amount of experience in editing the programming language PHP and using multimedia programs such as Flash and Director. In addition to this, I have also had experience in updating database information and mildly altering programming query's.

I believe that I am a valuable asset to any company or corporation that seeks new and enlightened individuals to work with. I am a motivated and creative individual that truly enjoys a job well done and is not afraid to work hard to obtain that level of satisfaction.

Name

Colin Howell

1570 King Richard Pkwy.
Miamisburg, OH 45342
Phone: 1-937-776-7876
Email: colin@activedesigning.com

Occupation

Web Designer / Graphic Designer

Employment History

Time Warner Cable

4333 Display Lane
Kettering, OH 45459

Employed:

110804 - Present time

Job Title:

PIC Team (Person In Charge)

Dates of position: 090906-Present time

Supervisor:

Teresa Boggs (call center director)

Job Responsibilities:

Reporting service level, outage information, and other various problems that decrease service level.. Daily progress reports emailed regarding service level, number of CSR's available on the phones. Constant overseeing of CSR's to ensure that schedules are followed and that customers are being spoken to in a timely manor.

Updating the IVR (voice recording system that customers hear while on hold) with outage information on a moment by moment basis.

Keeping track of several hundred customer accounts to apply credit on a monthly basis in order to ensure that the bill for them prints correctly on a month by month basis and maintaining a spreadsheet of the information for Call Center Management.

Monitoring all employees to verify that they follow the schedule that is provided to them on a week by week basis. Making sure that all Supervisors have the information regarding and deviation of scheduled breaks as well as start and start time for their shifts.

Job Title:**Call Center Correspondence Coordinator****Dates of position:** 120105-090806**Supervisor:**

Teresa Boggs (call center director)

Job Responsibilities:

Handling escalated situations in a supervisor role. Working fluently with other departments to ensure customer satisfaction to the highest degree. Making frequent attempts to contact customer over the phone to resolve issues that escalate beyond the ability of a customer service representative to handle.

Constant contact with the Dayton division of the Better Business Bureau to resolve complaints and account escalations filed through the organization. Timed response required with all customer accounts in this position and communication with the Better Business Bureau representative to ensure timely follow up and correct information handling.

Immediate response from any issue dealing with the City of Dayton as well as the Miami Valley Cable Counsel. All issues resolved within 24 hours regarding billing or service problems.

Creative ideas to problems that are faced on a day to day basis and strong ability to multitask and delegate responsibility as needed. Strong interpersonal communication skills due to averaging 90 phone calls in an 8 hour shift, 5 days a week.

Job Title:**Customer Service Representative****Dates of position:** 110804-120105**Supervisor:**

Jen Burneka (call center supervisor)

Job Responsibilities:

Providing positive rapport with current, new, and former customers to insure that problems or questions are answered in a timely fashion. Assisting with business transactions on a customer direct level to ensure continued customer satisfaction before, during and after the duration of their patronage with Time Warner Cable.

Advanced troubleshooting with other representatives from within the call center with overall goals to build a larger collective knowledge base and encourage communication at a higher level.

Personally selected by supervisors to assist with coaching and troubleshooting calls for new customer service representatives entering the company.

Assisting with escalated calls to guarantee that advanced problems are taken care of in a timely fashion that will provide customer satisfaction.

TDH Marketing & Communications**www.tdh-marketing.com**

8153 Garnet Drive

Dayton, OH 45458

Phone: 937.438.3434**Fax:** 937.438.3453**Employed:** 12/16/02 – 04/30/04**Job Title:** Web Developer**Supervising Manager:** Charles Mosier**Email:** charles@tdh-marketing.com

Job Responsibility: The creation and development of website designs using stock photographs and Adobe Photoshop. Using the approved design(s) to create a functional HTML document skeletal structure and the inclusion of interactive menu's for navigation purposes if required. Primary use of Macromedia Homesite to construct HTML document and later transfer to ".php" structure for dynamic programming when necessary.

The creation and distribution of Dayton Bombers mass email distribution. Creating images in Photoshop and distributing html file through a server side program.

The creation and implementation of various flash designs to be used as the headline for particular websites. Image creation in Photoshop and images exported into Flash MX. Animation assembly and published as an HMTL document.

All websites created with cascading style sheets and a bare minimum amount of table structure to guarantee the fastest loading time possible. HTML 4.0 transitional being the standard validation level.

Great Mid-Western Publishing Co. Inc.**www.platmaps.com**

5888 Executive Blvd.

Dayton, OH 45424

Phone: 1.800.347.3120**Employed:** 9/15/02 - 12/16/02**Job Title:** Graphic Designer**Supervising Art Director:** Marry Perrin

Job Responsibility: The creation of black and white along with color advertisements that are released in county-wide plat books. Programs used include Adobe Illustrator, Adobe Photoshop, and Adobe Pagemaker. Proofing final pieces that are bound and packaged, being sent directly to the distributors.

Sinclair Community College

444 West Third Street

Dayton, OH 45402-1406

Phone: 937.512.4533**Employed:** 1/3/02 - 6/15/02**Job Title:** Lab Monitor**Supervising Technician:** Susan Phillabaum

Job Responsibility: Maintenance and supervision of the Mac laboratory.

Technical knowledge of laser printer maintenance and plotter troubleshooting.

DanBarry Cinemas

8300 Lyons Ridge Dr.
Centerville, OH 45459

Phone: 937.291.2680

Employed: 8/16/01 - 7/25/03

Job Title: Projectionist

Supervising Manager: Christen Young

Job Responsibility: Managing the projection booth. Keeping on a tight schedule of starting 12 films on time. Budgeting time to allow for cleaning in between the running time of each film. Fast and effective troubleshooting when dealing with mechanical problems.

Education

Sinclair Community College
AAS: Visual Communications
Graduated: 6/15/02

Springboro High School
High School Diploma
Graduated: 6/96

Technical Skills

Web Design. Web Development, Graphic Design, Custom PDF Development, Photo Manipulation, Page Layout. Logo Development. Silk Screening. 35mm & Digital Photography, Offset Lithography, Multimedia, 3D Development & Rendering, Video/Audio Editing, Banner Ad Creation (animation and development), Mass Email Design and Processing

References

Christen Young

9703 Stadia Dr
Cincinnati, OH 45251
1-937-304-6454

Adam Alexander

4410 Turtle Dove Way
Miamisburg, OH 45342
1-888-889-5640

Kyle Fisk

Associate Professor
Sinclair Community College
444 West Third Street
Dayton, OH 45402
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1-937-512-2351

Software Programs

Adobe Illustrator. Adobe Photoshop. Quark XPress. Adobe Acrobat. Adobe Distiller.
Adobe Pagemaker. Macromedia Homesite. Director. Flash MX. Dreamweaver MX.
Lightwave, Microsoft Office, GIF Construction Set

Internet Examples

www.activedesigning.com
www.spungeworthy.com
www.bojanglesnightclub.com
http://www.activedesigning.com/examples/email_designs/recap/index.html
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