

## WEB DESIGN / MULTIMEDIA QUALIFICATIONS

- Flash MX (and ActionScript)
- Photoshop
- Dreamweaver
- HTML
- Director
- LightWave 3D
- Image Ready
- After Effects
- Premier
- MS Word
- Excel
- PowerPoint

## PORTFOLIO

www.DIGITALPH.com

## BUSINESS/MARKETING QUALIFICATIONS

- Data analysis, industry trend research, new market investigations
- Design and implementation of operations and quality control improvement procedures
- Extensive client servicing experience
- Technical sales experience, new business development, and following up potential market/sales leads
- Employee training, and design of course presentation materials
- Cash flow management (in daily amounts greater than \$1 million)
- Compilation and analysis of balance sheets & income statements
- BS degree specializing in management, finance, marketing, and international business.

## OBJECTIVE

Recently completed two-year program in Applied Multimedia Technology to supplement past business experience. Now seeking to utilize synergy of newly acquired creative technology skills with prior marketing, operations, management, and client servicing expertise to the advantage of a dynamic company.

## EDUCATION

**UNIVERSITY OF COLORADO AT BOULDER** 09/89-05/93  
Bachelor of Science - College of Business  
- Emphasis in Finance, and International Business

## APPLIED MULTIMEDIA TECHNOLOGY CERTIFICATE

 09/01-05/03

Austin Community College, Visual Communication Department  
- 3.9 G.P.A., Scholastic Excellence Honor Roll  
- 2 year program emphasizing:  
- Web Design  
- Computer Graphics and Animation  
- Multimedia Production  
- 3D Modeling/Animation

## EMPLOYMENT

**JO HENDERSON, REAL ESTATE AGENT** 02/04-PRESENT  
**ASSISTANT DENVER, CO**

- Designed and produced marketing materials from scratch, including agent's web page and property brochures.
- Monitored and tracked inspection issues, contract dates, and other client related issues for agent.
- Heavily interacted with clients, relaying and providing information as necessary.
- Maintained and monitored condition of listings, and tracked feedback from the listings.

**U.S. OFFICE OF PERSONNEL MANAGEMENT /** 08/03-02/04  
**WESTERN MANAGEMENT DEVELOPMENT CENTER**  
**TEMPORARY OFFICE ASSISTANT DENVER, CO**

- Developed multimedia presentations and new executive training course materials for managers.
- Initiated new tracking system adopted organization-wide to better manage staff projects, operations, and deadline commitments. Innovation resulted in marked decrease in missed deadlines, incomplete assignments, and responsibility issues.
- Conducted historical data analysis allowing managers to monitor course participant's performance, and observe class trends over time.

**CHARLES SCHWAB CORPORATION** 07/97-05/01  
**REGISTERED SUPPORT REPRESENTATIVE (CYBERTRADER**  
**SUBSIDIARY) AUSTIN, TX** 08/00- 5/01

- Actively assisted and consulted active trader clients on a wide range of proprietary software issues. Also provided the same advanced level of knowledge and guidance on complex stock market mechanics (broker and exchange) and direct access broker issues.
- Brought to the newly acquired subsidiary knowledge of parent company's policies, mechanics, and culture.

**REGISTERED OPERATIONS SPECIALIST, OFFSHORE MUTUAL**  
**FUNDS DENVER, CO** 03/99- 6/00

- Established and maintained working relationships with outside mutual fund companies and Schwab branches or internal departments.
- Routinely resolved difficult or unusual issues and work processes through analysis of patterns and root causes of recurring problems or inefficiencies.
- Performed monthly reconciliation of trading accounts, researching and resolving discrepancies. Calculated and distributed to clients monthly interest accruals in respective trade accounts.
- Provided a broad knowledge of mutual fund operations systems, Schwab Retail Brokerage policies and relevant offshore compliance regulations, at the same time demonstrated high level of customer service.

**REGISTERED INVESTMENT SPECIALIST, RETAIL BROKERAGE**  
**DENVER, CO** 07/97-03/99

- Heavily involved in new business development and marketing, and researching potential new client leads.
- Performed risk management, and observed regulatory and compliance standards.
- Specialized in real-time equity and margin trading for retail clients.
- Achieved a broad knowledge of securities and margins skill, at the same time actively educated and advised customers on the trading procedures, workings of markets, and investment possibilities.

**FIRST TRUST CORPORATION /** 10/95-07/97  
**DATALYNX PRODUCT**

**MUTUAL FUND TRADER DENVER, CO**

- Recruited to develop and implement new trade settlement procedures for "Qualified Plan" area.
- Led training sessions for new and existing trading team members.
- NASD Series 7 License - passed on first attempt.
- Solely managed over \$1 million daily cash flow accounts.
- Compiled daily settlement reports tracking cash flows and trading activity and reconciled cash balances.
- Acted as liaison for over 35 mutual fund companies.

**FOUNDERS ASSET MANAGEMENT /** 06/94-10/95  
**INVESTOR SERVICES**

**REGISTERED REPRESENTATIVE - DENVER, CO**

- Client services specialist assisting with trades, investment inquiries, and settlement issues.
- Performed account maintenance, prepared senior management industry trend reports, and analyzed market research for use by Client Services staff.