

# bridgethill

www.bridgethill.com

crayonblue@hotmail.com

## objective

To contribute my talents to an organization that will highlight my strengths which are punctuality, creativity and patience.

## software

### Adobe

- Photoshop
- Illustrator
- ImageReady
- InDesign
- Dreamweaver
- Flash
- Bridge

### Microsoft

- Word
- Excel
- Publisher
- PowerPoint

### Quark

- Xpress

### MultiAd

- Creator

## education

### Bachelors of Science in Multimedia Web Design

2001 - 2003

Art Institute of Pittsburgh  
Pittsburgh, Pennsylvania

### Associate of Arts in Multimedia Web Design

1999 - 2001

Art Institute of Pittsburgh  
Pittsburgh, Pennsylvania

## employment

### Graphic Artist

2007 - 2011

Pennysaver  
Hanover, Maryland

- Handled graphics request of multi-color illustrations, photographs and editing imagery to increase customer satisfaction.
- Consistently met standards by developing basic level design and graphic requests through application of existing or new policies, standards, and procedures, covering design, typography, formatting, photography, art production, and visual impact of graphics material and visual presentations.
- Reviewed graphics requests and advises clients of standards and practices of graphics technologies, computer generated graphics, illustrations, and publication requirements to reduce error rates.

### Customer Service

#### Representative

2006 - 2008

HSBC

White Marsh, Maryland

- Solicited sale of new or additional services or products to increase business.
- Conferred with customers by telephone to provide information about products and services, to enter notes, cancel accounts or to obtain details of complaints to improve service.

- Avoided problems by referring unresolved customer grievances to designated departments for further investigation.

### Sales Associate

2002 - 2004

Lazarus - Macys  
Pittsburgh, Pennsylvania

- Increased customer satisfaction by meeting and making a connection with customers, asking questions and listening to shoppers' needs, then giving options and advice addressing stated needs.
- Inspired the customer to buy by celebrating the purchase and creating a lasting positive impression of Macy's and increasing business.
- Reduced customer wait time by ensuring that fitting rooms were ready for use by promptly clearing out merchandise and returning it to the proper area of the selling floor.

## volunteer

### Graphic Designer

2011 - Present

Urban Humanitarian Projects  
New York, New York

- Position text and art elements from a variety of databases in a visually appealing way to design print and web graphics.