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## QUALIFICATIONS

Professional Graphic Designer and Business Systems Analyst.

Strong leadership and organization skills.

Effective team player, responsible, and reliable on individual projects.

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## PROFESSIONAL EXPERIENCE

### Business Systems Analyst

NYS Office of the State Comptroller, Albany, NY 05.2016 – Present

Work with program staff and other stakeholders to elicit, analyze, and define requirements for solutions to the organizations new and existing business processes and information technology systems. Develop solutions to improve the efficiency and effectiveness of the system, business processes, and services to fulfill the business requirements. Create, update, and maintain documentation describing what the system and processes must do in order to satisfy the established business requirements. Validate and verify requirements throughout the product/system development life cycle, including testing and communicating with stakeholders. Research and develop stakeholder communications for the ongoing development and promotion of an employee self-service system. Design and update promotional graphics and internet web pages for an employee self-service system. IT customer support for an employee self-service system.

### Graphic Designer 2

NYS Office of the State Comptroller, Albany, NY 01.2014 – 05.2016

Conceptualized, designed, and refined branded project deliverables to communicate messages for educational, commercial, and promotional purposes in print and digital media for both internal and external stakeholders. Designed, updated, and maintained both internet and intranet websites, including coding with HTML, CSS, and PHP. Consulted with and advised stakeholders. Managed, coordinated, and monitored workflow to ensure production requirements and deadlines were met. Supervised junior graphic designer, including assigning and reviewing work, providing design direction, training, and evaluating performance.

### Senior Designer

Amsterdam Printing, Amsterdam, NY 05.2011 – 12.2013

Developed and refined branded project deliverables for web pages, emails, banner ads, and landing pages for several large e-commerce internet websites, including front end development. Designed print direct mail and catalogs. Elicited requirements from stakeholders and held stakeholder review sessions to evaluate solutions and ensure project success. Assessed, critiqued, and validated requirements on projects prior to forwarding them to other departments within the organization. Coordinated with other departments to manage project workflow for the Creative department.

### Graduate Assistant

Rochester Institute of Technology 08.2009 – 05.2011  
Rochester, NY

Administrative duties and student conduct hearings for the Center for Student Conduct and Conflict Management Services; designed educational and informational drug and alcohol pieces.

### Print Specialist/Graphic Designer

Name Bubbles, Albany, NY 06.2010 – 08.2010

Prepress, printing, and postpress production of a wide variety of custom labels; worked with large format printers and designed labels.

### Graduate Teaching Assistant

SUNY Oswego, Oswego, NY 01.2009 – 05.2009

Instructed undergraduate introduction to graphic design art class; led a pre-critique and project; helped students use software; assisted professor with attendance, grading, and other responsibilities.

### Graphic Designer

09.2008 – 05.2009

### Design Intern

06.2008 – 08.2008

Step One Creative, Oswego, NY

Created a variety of advertisements, logos, package designs, posters, catalogs, and mail pieces.

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## EDUCATION

### MFA in Graphic Design

Rochester Institute of Technology  
Minor: Digital Publishing

### BA in Graphic Design

State University of New York at Oswego  
Minor: Marketing

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## COMPUTER SKILLS

### Expertise

Mac and PC Platforms,  
Microsoft Office Suite,  
InDesign, Illustrator,  
Photoshop

### Working Knowledge

Dreamweaver,  
Toad Data Point,  
HP ALM/UFT/Sprinter,  
FileMaker Pro

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## RECOGNITION

### 2012

Taylor Corporation Newsletter  
Amsterdam Printing, Amsterdam, NY  
*Amsterdam Named Top Social Media Brand*  
*Next to Coke, Nike*

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## HONORS & ORGANIZATIONS

### 2009

Summa Cum Laude  
SUNY Oswego

### 2008

The National Scholars  
Honor Society  
The Honor Society  
of Phi Kappa Phi

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