

## PROFILE

Jack-of-all-trades, with a penchant for technology and writing. Nine years of customer service experience, research, and information shifting. Conversant in current technology/web/publishing trends. Expert at listening, not presupposing, asking the right questions, and finding the best people to answer them.

## EXPERIENCE

### ***Freelance Design/Technical Consultant, Saint Louis, MO, 2007–Present***

Production assistant for small start-up Princeton videography company, network administrator for local Saint Louis church, web designer, copy writer and content curator, social media consultant, and cross-platform technology solution know-it-all.

### ***Head of Customer Service, DMD, LLC, Saint Louis, MO 2008–2010***

A small start-up that required many hats: international shipping/receiving, customer service, market/product development research, administrative assistance duties, and web/tech support (from content creation to computer repair).

### ***Cellar Worker Tolosa Winery, San Luis Obispo, CA 2007–2008***

Had a hand in the wine-making process from start to finish: received and pressed grapes, transferred juice and wine to proper tanks, added chemicals to juice (yeast, sulfur, tartaric acid, etc.), pump-overs and punch downs, barrel maintenance (barrel-downs, topping, and stirring). Forklift certification.

### ***Manager, The Wine Experience, Saint Louis, MO 2005–2007***

As part of a team opened and laid out a new retail location, provided quality customer service, assisted in day-to-day operations such as planning and coordinating small parties and wine tasting events and building client confidence in our products, administered all requisite processes and paperwork related to wine inventory, and worked as a liaison between the corporate office and the retail location.

### ***Assistant Manager, Glendale Wine and Liquor, Rock Hill, NJ 2002–2005***

Trained new employees, expanded product selection with awareness of buyer behavior, implement display and merchandising strategies, resolved customer problems, and ran daily operations, both opening and closing retail location.

## EDUCATION

Covenant Theological Seminary, Saint Louis, MO 2005–2007

Completed course work in biblical hermeneutics, narrative theory, and postmodernist culture.

Thomas Aquinas College, Santa Paula, CA 1998–2001

B.A. Liberal Arts (double major in theology/philosophy, double minor general science/math)

## SKILLS

- Articulate, clear writer and excellent speaker
- Adobe InDesign and Premiere
- Facile with Microsoft Office Suite
- Linux, OS X, and Windows savvy
- Web languages: html, css, php, and xml
- Dead languages: *koine* Greek and Latin