Kathie McClure
New Media Web Designer

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PROFESSIONAL EXPERIENCE

Marketing Administrator—Eidos, Inc., Redwood City, CA   Nov. 2008—Apr. 2010

- Processed all quotes and invoices for purchases orders are entered into financial system — Agresso
- Updated rolling competitive release schedule and Meta asset on a weekly basis and deliver to marketing team
- Experience with extracting competitive data via gametrax.com
- Managed buyer & misc. mailings from creation of asset, thru production and delivery
- Managed & confirming travel arrangements for all staff with company Amex card
- Updated company FTP site as needed

Customer Service Representative—Eidos, Inc., Redwood City, CA   Nov. 2007—Apr. 2010

- Support customer service, phone and email inquiries for multiple products utilizing the support suite

Executive Assistant to CEO—Pronto Networks, Inc., Pleasanton, CA   Dec. 2004—June 2007

- Administrative duties including answering and screen calls for CEO, handling of sensitive business materials, and managing travel arrangements

Wireless Internet Technical Support—Pronto Networks, Inc., Pleasanton, CA   Dec. 2004—Dec. 2005

- Supported and configured TCP/IP and wireless network connectivity for Windows and Mac systems
- CRM support via Salesforce.coms

Owner — Kidz World, Inc.—Bismarck, ND   May 2004—Oct. 2004

- Operated licensed child care center for 80 children (ages 6 weeks to 12 years)

Trainer, Technical Team Lead and CSR —Sykes, Inc., Bismarck, ND   March 1999—July 2003

- Operating Systems — WIN 95/98, ME, 2K, XP, Vista, Mac OS X, DSL, ISDN, and Analog connectivity issues
- Hardware: ISDN 3 Com TA and Router Cisco 675 & 678, Cisco 605 and Intel 2100, 2200, & 3200, Installation, Actiontec
- Software: Netscape, NetMeeting — Online Call Alert, Composer — Web Page Publishing/Netscape, Composer, Front Page, Internet Explorer, Outlook Express, Microsoft Outlook
- Used Clarify and Remedy ticketing systems

SKILLS & SOFTWARE

- Customer Service — all aspects
- Proficiency — Agresso, Microsoft Office Word & Excel, Adobe Photoshop, Illustrator, After Effects, Flash, Acrobat,
- Quark Express, Logic Express, HTML/HTML5 and CSS/CSS3
- Technical support — email and voice mail support
- Trainer — ability to train new or existing employees on products & procedures
- Knowledge of PC and MAC systems

EDUCATION

Academy of Art University, San Francisco, CA
Bachelor of Fine Arts Degree in Web Design & New Media

Art Instruction School, Minneapolis, MN
Graphic Art