

# Isa Dean

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## OBJECTIVE

My dream is to apply my talents in customer service, marketing design and program coordinating to support your organization vision and long-term goals.

## QUALIFICATIONS

- Engaging and warm natural interface with the public
- Excellent project management and event planning skills
- Design and create promotional materials
- Microsoft Office, e-mail, Web design and graphic design
- Excellent listening, communication and interpersonal skills
- Detail-oriented copywriter
- Customer service specialist
- Multitasking, solutions-oriented problem solver
- Budget management and reporting
- Productive in both independent and team work
- Motivated, hardworking, organized and efficient

## EXPERTISE

- Microsoft Office: Word, Excel, PowerPoint, Publisher
- Google: Calendar, Docs, Drive, Gmail
- Adobe: Photoshop, InDesign, Illustrator, Dreamweaver
- Graphic Design
- Phones and Scheduling
- Database Management
- Web Design
- Bookkeeping

## WORK HISTORY

### 2009–2014 Program Coordinator

Multnomah County Library

Portland, OR

Manage day-to-day operations of learning lab, ensuring delivery of culturally-appropriate service to economically diverse customers. Recommend and implement goals and improvements for the lab and branch programming. Plan, publicize and effectively deliver programs to attract an influx of new library customers. Develop training curricula and promotional/marketing material – including program names, descriptions and graphics. Coordinate meeting room scheduling, preparations for events and art exhibit planning. Establish and maintain collaborative relationships with coworkers, presenters and local partners. Recruit, train, supervise, schedule and evaluate the work of eight volunteer lab assistants and eighteen volunteer branch assistants.

### 2005–2009 Web Designer

Freelance Contractor

Portland, OR

Designed and built sites promoting artwork, landscape design, rentals, photography and beauty products.

### 2004–2005 Web Production Artist

Xerox Corporation

Wilsonville, OR

Translated print marketing programs into the company's online presence. Design and reproduction of promotional graphics into thirteen languages. Provided Web development using Xerox standards and practices.

### 2000–2003 Project Manager and Multimedia Web Designer

Harvard Business School

Boston, MA

Hired, trained and supervised a team for a three-year business case study conversion project. Created a streamlined process for converting paper case studies into XML Web pages, which involved markup, proofreading, editing, review and final launch of the live version. Duties also included professional correspondence with Harvard professors regarding project requirements, status and satisfaction.

## EDUCATION

1999 MFA in Art Tufts University with the School of the Museum of Fine Art Boston, MA

1995 BFA in Psychology and Sculpture University of Oregon Eugene, OR